



Paper No. 4

**MAIL**

**JUN 14 2001**

**DIRECTOR OFFICE  
TECHNOLOGY CENTER 2100**

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In re Application of: Gary Mousseau et al. )  
Application No. 09/781,989 )  
Filed: February 13, 2001 )  
For: SYSTEM AND METHOD FOR )  
PUSHING INFORMATION FROM A )  
HOST SYSTEM TO A MOBILE )  
DATA COMMUNICATIONS )  
DEVICE )

**DECISION ON PETITION  
UNDER M.P.E.P. §708.02(II):  
INFRINGEMENT**

This is a decision on the petition, filed May 4, 2001, under 37 C.F.R. §1.102(d) and M.P.E.P. §708.02(II): Infringement, to make the above-identified application special.

A grantable petition under 37 C.F.R. §1.102(c), and M.P.E.P. §708.02, Section II, must be accompanied by payment of the fee under 37 C.F.R. §1.117(I) and a statement under 37 C.F.R. §1.102 by the applicant or assignee or statements by an attorney/agent registered to practice before the Patent and Trademark Office that (A) there is an infringing device or product actually on the market or method in use; (B) a rigid comparison of the alleged infringing device, product, or method with the claims of the application has been made, and that, in his or her opinion, some of the claims are unquestionably infringed; and (C) he or she has made or caused to be made a careful and thorough search of the prior art or has a good knowledge of the prior art. A fee under 37 C.F.R. for such a petition is required.

Applicant's submission meets all the criteria set out above, accordingly, the Petition is **GRANTED**. The application file is being forwarded to the Examiner of Record for expedited examination.

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## **SYMMETRY USER GUIDE**

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## **Revisions**

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# 1 WHAT IS SYMMETRY?

Symmetry™, an innovative software product developed by Infowave Software Inc., quickly and easily extends Microsoft Outlook® to virtually any wireless device. This software blends:

- Infowave's expertise in keeping the mobile professional connected with corporate data.
- Glenayre Technologies Inc.'s leadership in wireless data devices and networks, unified messaging, and enhanced services.

Infowave owns and supports Symmetry. Glenayre is a distribution channel for the Symmetry product to the paging market.

## What does Symmetry do?

Symmetry software runs on your PC and allows your wireless device — one-way or two-way pager, PCS or GSM cell phone, or personal digital assistant — to access information from your desktop Microsoft Outlook.

## What does Symmetry do for you?

You can set up Symmetry to automatically forward e-mail, calendar summaries, schedule changes, meeting reminders, and task lists from Outlook to your wireless device. If you can send e-mail from your device, you can send a request to your PC for specific types of Outlook information, such as contact information from your Outlook address book. You maintain access to key, real-time desktop information while working away from your desk—without having to find a phone jack.

## Is it easy to use?

Once Symmetry is set up, it runs unobtrusively in the background, monitoring Outlook activity and managing all the wireless communication with your device.

As you're leaving the office, you can enable Symmetry's automatic forwarding feature with two quick clicks of your mouse. If you forget to enable forwarding before you leave—and if you have a two-way device that can send e-mail—you can enable (or disable) automatic forwarding remotely.

When you're back at your desk, another two clicks disables automatic forwarding to save airtime.

If you are in the office, but periodically away from your desk, another two clicks enables the "On after screen saver activates" feature. This feature detects when you are not at your computer and switches automatic messaging "on" when your screen saver activates. You continue to receive important Outlook information on your wireless device, so that you can, for example, stay "in the loop" during extended meetings.

### **What's in this guide?**

If you know how to use Outlook, you know just about everything you need to know about using Symmetry. This document guides you through the installation process, helps you customize Symmetry to fit your particular messaging needs, and, if you have a two-way device, shows you how to use Symmetry to access Outlook while away from your desk.

### **Need more help?**

If you would like more detailed instructions or troubleshooting advice, visit <http://www.getsymmetry.com>.

## **2 SYSTEM REQUIREMENTS**

Before you install Symmetry, make sure that your system meets these minimum requirements:

### **Client software**

Symmetry supports the following Microsoft Windows platforms:

- Windows 95 OSR2 or better
- Windows 98
- Windows NT

Symmetry supports the following versions of Outlook:

- Outlook 97, version 8.03 or better
- Outlook 98
- Outlook 2000

### **Client hardware**

To run Symmetry, you need a computer that satisfies the minimum hardware requirements for the Microsoft Windows software that is installed on it.

## Server component

Symmetry requires a continuous LAN connection to a Microsoft Exchange server, and the Inbox, Calendar, and Tasks folders must be stored on the Exchange server (not in a Personal Folder).

## Wireless device

Symmetry supports any wireless device enabled to receive SMTP mail.

# 3 INSTALLING SYMMETRY

Installing Symmetry is quick and easy. After inserting the CD-ROM or downloading the software from the web site, follow the instructions in the Setup wizard.

If you are installing Symmetry for the first time, follow these steps. If Symmetry is already installed in your system, you do not need to remove your earlier version—your new version will install over the previous version and retain all its settings. If you wish to reconfigure these settings, use the tabs in the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7).

1. Shut down Outlook and Symmetry (if you have a previous version of Symmetry on your system). To shut down Symmetry, right-click on its icon in the system tray and select **Shutdown Symmetry** from the menu.
2. Create a directory for the Symmetry files on your local drive.
3. Insert the CD-ROM or download the software from your wireless carrier's website. Save the software in the directory you just created.

The file **SymSetup.exe** appears in the newly created directory.

4. Double-click **SymSetup.exe** to launch the Setup wizard.
5. Follow the on-screen instructions to set up and configure Symmetry.

You have now installed all of Symmetry's program files and icons. See the next section for information on how to use the icons to access windows and menus that help you manage Symmetry.

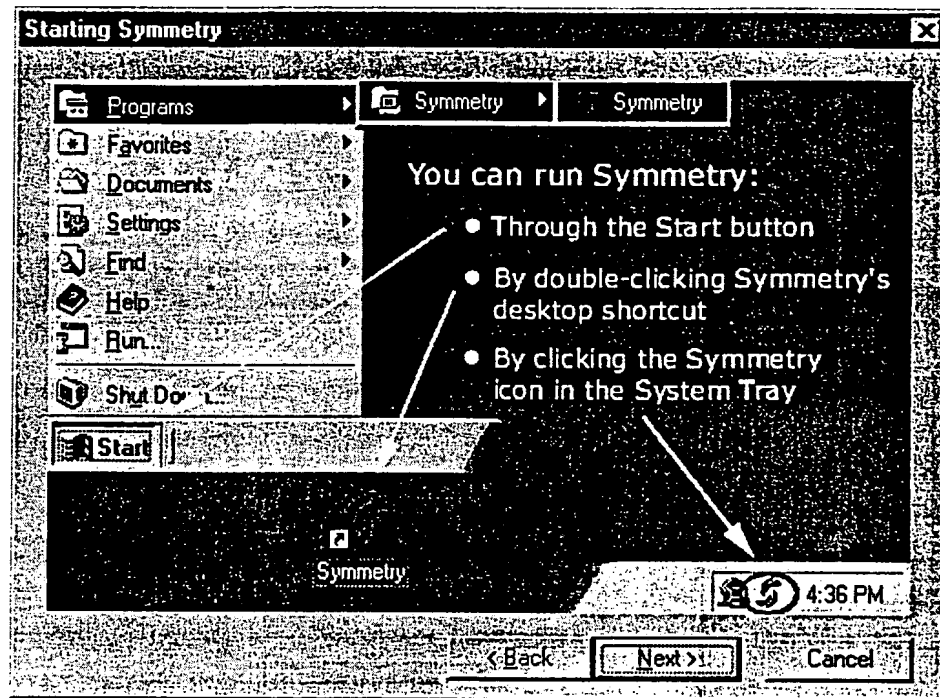
## 4 USING SYMMETRY

### The Symmetry Icon

Once Symmetry is installed, its icon—a stylized S—appears in three places:

- In your Outlook toolbar
- As a desktop shortcut, as shown in *Figure 4-1*
- In the system tray (when Symmetry is running)—see *Figure 4-1*

**Figure 4-1** Symmetry Icon on Desktop and in System Tray



From any of these three locations, you can open the Symmetry Properties window (see *Figure 8-1* on page 13), where you can modify the settings you selected during installation. Use this window to customize Symmetry to suit your current messaging needs (see page 7).

If you right-click the icon in the system tray, you access a menu with the following options:

- **Open Symmetry**—open the Symmetry Properties window.
- **About Symmetry**—confirm what version of Symmetry is running on your system.
- **On**—enable the automatic forwarding capabilities immediately.

When this is selected, the icon in the system tray will be red, indicating that Symmetry is forwarding Outlook information to your wireless device.

- **On After Screen Saver Activates** — enable the forwarding capabilities when the screen saver launches.

When this is selected, the icon in the system tray will be red with a black and yellow triangle, indicating that Symmetry's automatic forwarding capabilities (but not its manual forwarding capabilities or its ability to accept remote commands) are currently disabled. They will, however, be enabled automatically when your screen saver starts.

- **Off** — disable the automatic forwarding capabilities.

When this is selected, the icon in the system tray will be black. The Symmetry program is running, but it is not automatically forwarding Outlook information to your wireless device.

Automatic forwarding capabilities can, however, be turned on remotely by sending an activation e-mail to your desktop PC's e-mail address (see *page 8*). Other remote commands and the manual forwarding of calendar or task summaries are not affected.

- **Shutdown Symmetry** — shut the Symmetry program down.

No forwarding — automatic or manual — is possible and no remote commands are accepted.

## Running Symmetry

The Symmetry program can be started in various ways:

- Through the Start button, as with other programs.
- By clicking the Symmetry icon in the Outlook toolbar or double-clicking the Symmetry icon on your Windows desktop.

While Symmetry is running, its icon appears in your system tray. It works in the background, forwarding information to your wireless device according to the settings in the various tabs in its Properties window.

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**Note** Information forwarded by Symmetry usually takes about 60 seconds to arrive at your wireless device. This delay is the time taken by your wireless provider to process e-mail messages.

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After you install Symmetry, it is set up to run automatically each time you start your PC.

---

**Note** If you use a laptop computer, you may not want Symmetry to run automatically each time you start your PC. Symmetry requires a continuous LAN connection to your Exchange server, which will not be available when running your laptop disconnected from the network; this can delay the startup of your laptop and cause Symmetry to report errors.

---

To prevent Symmetry from running automatically:

1. Open the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7).
2. Select the General tab.
3. De-select the check box next to Auto-start at logon.

## Shutting Symmetry down

To exit Symmetry, right-click the Symmetry icon in the system tray and choose **Shutdown Symmetry** from the ensuing menu. When Symmetry is shut down, it will not forward messages and you will not be able to access it remotely.

## Turning Symmetry On and Off (Enabling and Disabling Forwarding)

Running and shutting down the Symmetry program is not the same as turning Symmetry on and off (enabling and disabling forwarding). While Symmetry is running, you may want to temporarily disable automatic forwarding—for example, while you are sitting at your desk and do not want to use airtime to forward information. There are various ways to do this:

- At your PC, navigate to the **Symmetry Properties** window ► **General** tab ► **Automatic Messaging**, and select the appropriate option. See page 12.
- At your PC, right-click the Symmetry icon in the system tray and use the menu choices to turn automatic forwarding on or off.
- While away from your PC (and if you can send e-mail from your device), send an e-mail message to your desktop PC with the command **on** or **off** in the subject line. See page 8. This works if Symmetry is running. If Symmetry is shut down, you cannot access Outlook remotely.

When you turn automatic messaging off, you are suppressing only the automated functions:

- Message forwarding
- Timed calendar summaries
- Timed task summaries
- Calendar change notifications
- Appointment reminders

Symmetry continues to respond to remote commands and to forward manually-requested calendar and task summaries.

---

**Note** Symmetry in Screen Saver Standby mode (Symmetry's forwarding capabilities are currently disabled, but will be enabled automatically when your screen saver starts) is equivalent to "Off" mode for the purposes of automatic forwarding.

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## 5 CUSTOMIZING SYMMETRY'S SETTINGS

To set up or customize Symmetry's settings, open the Symmetry Properties window. There are four ways to do this. With Symmetry running (you should see the Symmetry icon in your Windows System Tray):

- Click the Symmetry icon in the Windows System Tray, or
- Click the Symmetry icon in the Outlook Task Bar, or
- Right-click the Symmetry icon in the Windows System Tray and select Open Symmetry, or
- Double-click the Symmetry icon on your Windows Desktop

The dialog box has six tabs, where you can enable and/or configure the following features:

### General tab

- Turn Symmetry on, off, or on after the screen saver launches.
- Configure Windows not to run Symmetry whenever you log on. See *page 14*.
- Specify the mail profile you want Symmetry to use (which address books and which e-mail box to monitor).
- See *page 12* for more information.



**E-mail tab**

- Enable e-mail forwarding.
- Set up, change, delete, or disable forwarding rules for e-mail.
- See *page 14* for more information.

**Calendar tab**

- Enable Symmetry to automatically forward a summary of your Outlook calendar at a specific time each day.
- Configure Symmetry to automatically forward calendar changes (changes only or an entire new calendar).
- Set up Symmetry to automatically send you appointment reminders.
- Manually forward a calendar summary to your device while you are sitting at your PC.
- See *page 18* for more information.

**Tasks tab**

- Enable Symmetry to automatically send you a summary of your Outlook task list (due and/or overdue tasks) at a specific time each day.
- Manually forward a tasks summary to your device while you are sitting at your PC.
- See *page 20* for more information.

**Device tab**

- Change the information about your wireless device that you entered when you installed Symmetry (device type, address, and text formatting options).
- See *page 21* for more information.

**Log tab**

- Review the log that Symmetry keeps of all the e-mail, calendars, appointment reminders, task lists, and address book searches it has forwarded.
- See *page 23* for more information.

## 6 ACCESSING SYMMETRY REMOTELY

If you have a wireless device with two-way e-mail capabilities (that is, you can both send and receive e-mail), you can also access some of these features remotely. Do this by sending an e-mail to your desktop e-mail address with a Symmetry command in the subject line of the message. If your device does not allow you to edit the e-mail subject line, you can send the remote Symmetry commands as the first line in the body of the e-mail.

These commands work only if Symmetry is running. If Symmetry is shut down, you cannot access Outlook remotely.

If the e-mail's subject line reads	Symmetry will do the following
<b>on</b>	Turn on automatic forwarding of e-mail, calendars, appointment reminders, and task lists.
<b>off</b>	Turn off automatic forwarding.
<b>c</b>	Immediately forward a summary of your calendar for today.
<b>t</b>	Send a summary of your task list. This list will include the due and overdue tasks or only the overdue tasks, depending on the settings in the Task tab (see <i>page 20</i> ).
<b>f name</b>	Find name in your Outlook address book(s) and forwards you the information associated with that name. Symmetry searches your Personal Address Book, Contacts, and Global Address Book for matches to the name you send with the <b>f</b> command.

### Using the **f name** command

When using the **f name** command, Symmetry searches your Outlook Global Address List, Personal Address Book and Contacts folder. If **name** matches a contact name or is part of a contact e-mail address, Symmetry sends back the contact name, company name, business number, and e-mail address as entered in Outlook. Symmetry does not send personal contact information, such as home phone numbers.

If the contact information is in more than one place (for example, in both the Personal Address Book and Contacts), Symmetry uses both the contact name and contact e-mail address to determine if a contact record is unique. If the contact name and e-mail address are the same in both records, Symmetry sends back one listing to your device with contact information. If either the name or the e-mail address differs in the two records, Symmetry sends two listings to your device.

If Symmetry finds more than eight matches, it sends a message back to your wireless device asking you to refine your search. You do this by specifying a more unique version of what you are looking for. For example, if the command **f bert** finds too many matches, try **f bertrand**.

For more information on how Symmetry searches your address lists see *Configuring Outlook on page 10*.

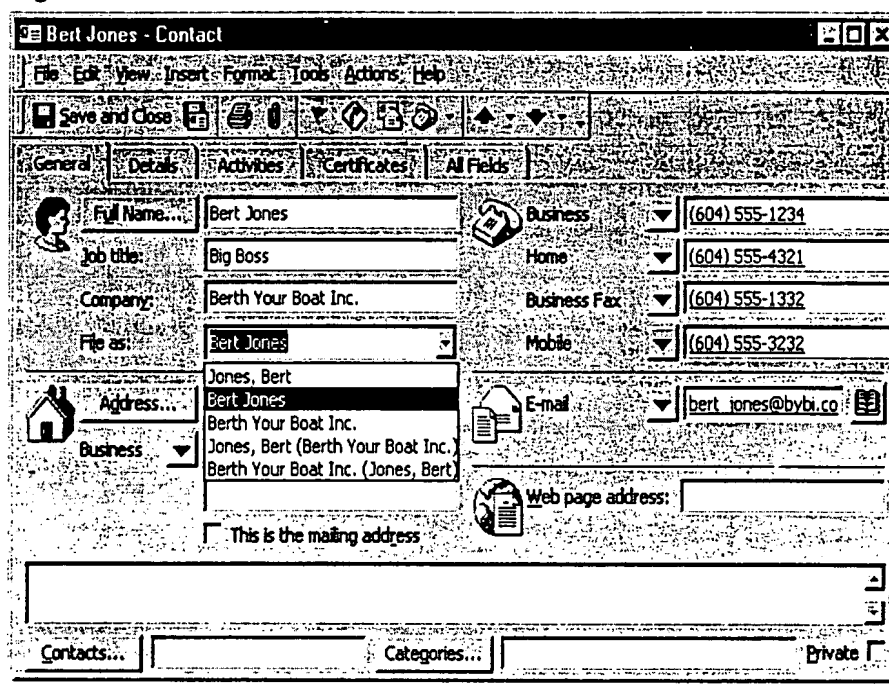
## 7 CONFIGURING OUTLOOK

### Contact folder searches

A portion of the first or last name of the Contact returns the Contact information. For example if your contact is filed as Bert Jones f Jon returns the contact information along with all other contacts which have the letters "Jon" in their first or last names.

**Note** In the Contact folder full name searches must be entered as the name appears on the Contact card (e.g. f Bert Jones). For example, if the name is filed as "Jones, Bert" then the search name must be "Jones, Bert" (including the comma and the space) for a match. The command f Bert Jones will not produce a match for "Jones, Bert."

Figure 7-1 Outlook Contact File



To determine what your default setting is for each contact:

1. From Outlook Shortcuts select Contacts.
2. Double click on a Contact to open it.  
The Contact card appears.

3. Next to **File** as: click on the drop-down menu arrow.  
A list of options appears. Select which way you want this Contact card filed.
4. Click **Save and Close** to save your changes.

For more information on Contacts, see your Microsoft Outlook Help files or documentation.

## **Global Address List and Personal Address Book searches**

If the contact you are searching for is stored in your Global Address List (GAL) or Personal Address Book (PAB) you do not need to enter complete information to find it. Symmetry searches your GAL and PAB, and displays all entries in which the beginning of the first name, last name, company name or e-mail address match the characters you entered.

For example, if you entered *f Bert*, Symmetry would display "Bert Jones", "Joe Bertrand", "bert\_jones@bybi.com" and "Berth Your Boat, Inc.". Symmetry would not display "Robert Smith" or "Smith & Bertrand".

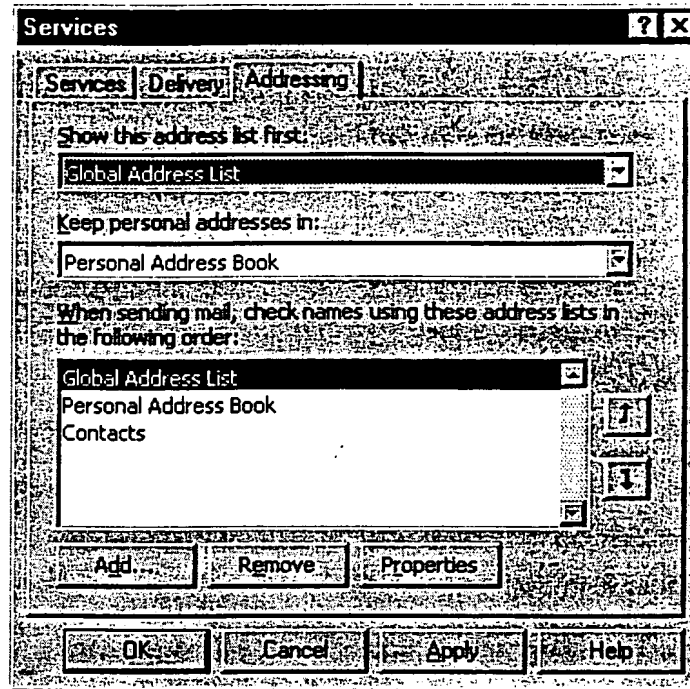
## **Outlook 2000 users**

Personal Addresses must not be kept in **Contacts**. If Personal Addresses are kept in **Contacts**, Symmetry can not access them via the *f name* command. Also, multiple copies of the contact information might be sent to your device. For example, if you have more than one e-mail address or phone number for a Contact, one message for each e-mail address and phone number stored in that record might be sent to your device, resulting in additional airtime charges.

1. In Outlook, choose **Tools > Services** and select the **Addressing Tab**.

2. From the Keep personal addresses in drop-down menu select Personal Address Book.

Figure 7-2 Outlook Services Window, Addressing Tab



3. Click OK.  
The window closes.

## 8 GENERAL TAB

When you are working at your desktop PC, you do not need Symmetry's automatic forwarding services. Save airtime by using the settings in the General tab to temporarily disable automatic forwarding.

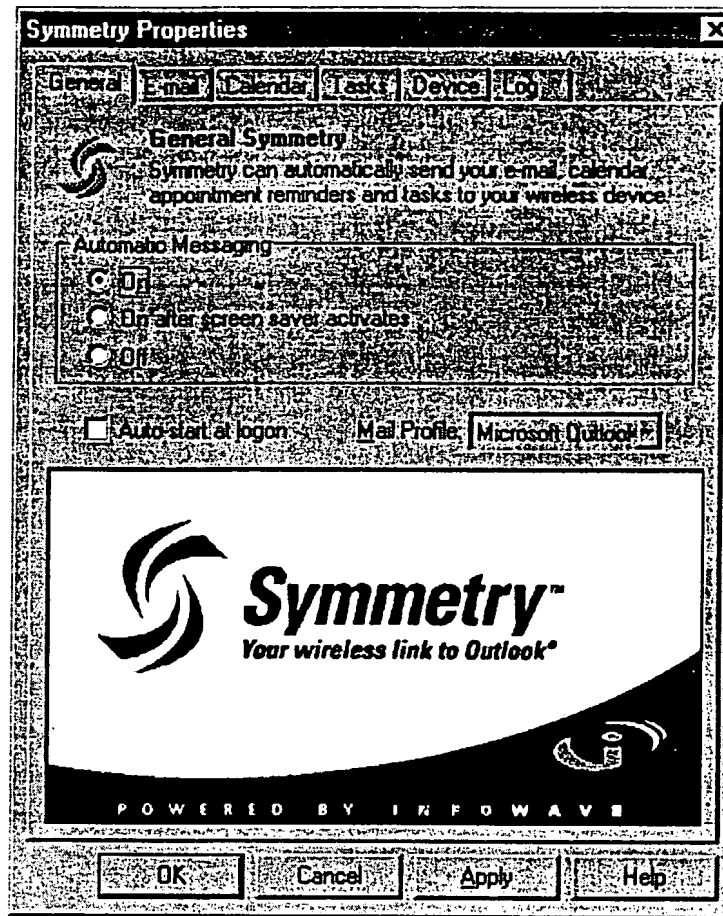
If you're in the office, but periodically away from your desk, the "On after screen saver activates" feature detects when you are not at your computer and switches automatic messaging on when your screen saver launches, keeping you in touch with important Outlook information.

When you leave your desk, enable automatic forwarding through this tab. The General tab also offers an option to automatically run Symmetry when you log on, rather than starting the program manually.

Use this tab to specify which mail profile you want Symmetry to use. The mail profile determines which address books Symmetry accesses and which e-mail box it monitors.

To get to the General tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select General (Figure 8-1).

**Figure 8-1 The General Tab**



## Enabling and disabling automatic forwarding

Select one of the following options under Automatic Messaging:

- **On** — Manually enables forwarding.
- **On after screen saver activates** — Symmetry automatically enables forwarding when your screen saver launches itself.
- **Off** — Manually disables forwarding.

(You can also do this through the menu that appears when you right-click the Symmetry icon in the system tray —see *page 4*. If you have a two-way wireless e-mail device, you can do this remotely by sending your desktop computer an e-mail with **on** or **off** in the subject line—see *page 9*.)

## Preventing Symmetry from automatically starting at logon

After you install Symmetry, it is set up to run automatically each time you start your PC.

---

**Note** If you use a laptop computer, you may not want Symmetry to run automatically each time you start your PC. Symmetry requires a continuous LAN connection to your Exchange server, which will not be available when running your laptop disconnected from the network; this can delay the startup of your laptop and cause Symmetry to report errors.

---

To prevent Symmetry from running automatically:

1. Open the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7).
2. Select the General Tab.
3. De-select the check box next to **Auto-start at logon**.

## Setting up your mail profile

1. Disable automatic forwarding.
2. Change the contents of your mail profile from Microsoft Outlook (for more information, see your Microsoft Outlook documentation).
3. Shut Symmetry down and restart it through the Start button.

# 9 E-MAIL TAB

Tell Symmetry which e-mail to forward by creating a set of rules in the Conditions fields. (These rules work much the same way as Microsoft Outlook rules that delete your unwanted e-mail before you see it.) Symmetry saves all the rules you create. If you want to disable a rule (rather than delete it), you can uncheck it. Symmetry uses only those rules that have check marks.

---

**Caution** Using both the Outlook Rules Wizard (also known as the "Inbox Assistant" and the "Out of Office Assistant" in various versions of Outlook) can have unpredictable results. You should use one or the other, but not both. Symmetry Rules are easier to use than Outlook Rules and allow you to run the screen saver feature.

---

If an e-mail meets all the conditions that you specify, Symmetry will forward all or part of it, depending on the options you have selected in your rules (see *page 16*). Symmetry will process the rules in order; if the first rule fails, it will process the second rule, and so on. If all the rules fail, Symmetry will not forward the e-mail.

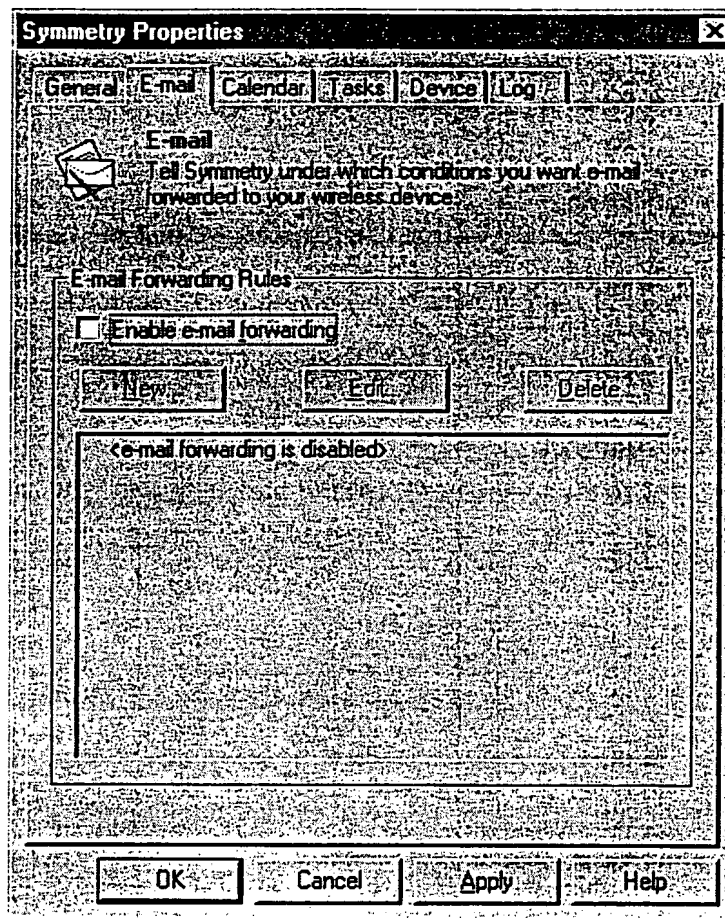
---

**Note** Symmetry does not send e-mail attachments or URLs to the wireless device.

---

To get to the E-mail tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select E-mail (*Figure 9-1*).

**Figure 9-1 E-mail Tab**



## Enabling automatic e-mail forwarding

1. Select the check box next to Enable e-mail forwarding.



2. Click New to enter new rules or Edit to modify existing rules in the E-mail Forwarding Rule screen (see Figure 9-2).

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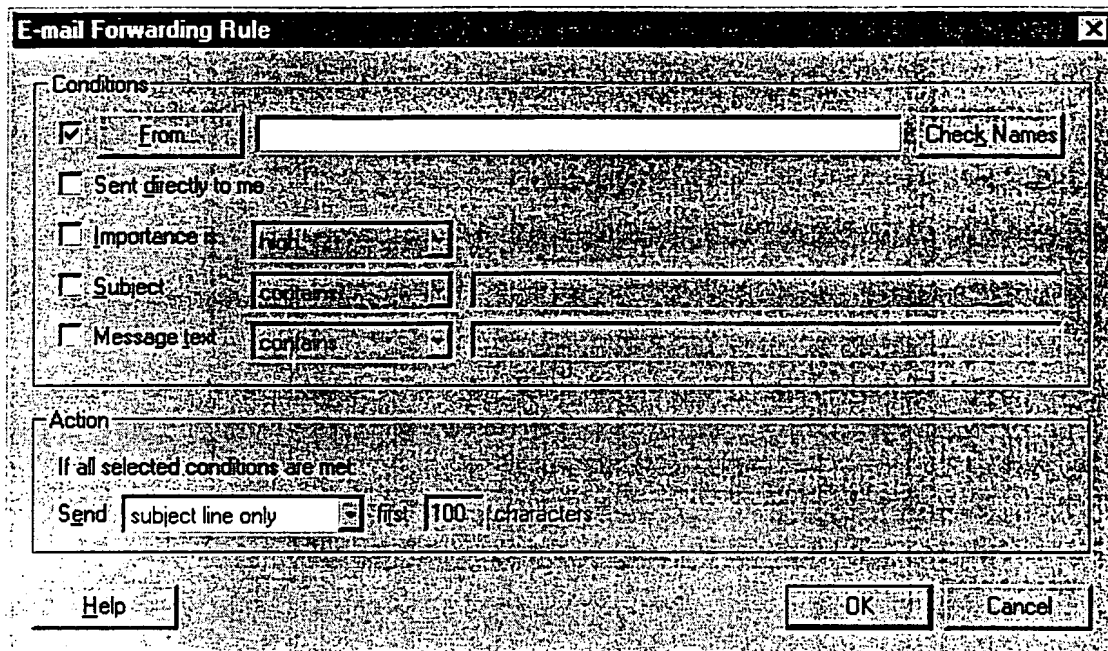
**Note** If you do not enter rules or do not have any active rules, Symmetry will not forward your e-mail.

---

### Creating a new rule

1. Click the New button. The E-mail Forwarding Rules screen appears.

Figure 9-2 E-mail Forwarding Rule Screen



The dialog box is titled "E-mail Forwarding Rule". It contains two main sections: "Conditions" and "Action".

**Conditions:**

- ☒ From: [text box] [Check Names]
- ☐ Sent directly to me
- ☐ Importance is: [high]
- ☐ Subject: [contains] [text box]
- ☐ Message text: [contains] [text box]

**Action:**

If all selected conditions are met:

Send [subject line only] first [100] characters

Buttons: Help, OK, Cancel

2. Specify the **Conditions** under which an e-mail will be forwarded by selecting the check box next to any condition that you want to impose. You can select any or all of the following:

<b>From...</b>	<p>You can require that a certain person sent the e-mail or that one on a list of people sent it. Click the <b>From</b> button to open your address book and choose one or more people from there. The <b>Check Names</b> button helps you find e-mail addresses in your Outlook address books.</p> <p>You can also type names or e-mail addresses directly into the <b>From</b> field.</p>
<b>Sent directly to me</b>	<p>You can require that the e-mail was sent directly to you. If you check this box, Symmetry will not forward e-mail that was sent to you as a member of a mailing list.</p>
<b>Importance is</b>	<p>You can require that the e-mail comes with a certain level of importance. Choose the level from the drop list.</p>
<b>Subject</b>	<p>You can require that the subject of the e-mail contains (or does not contain) a certain phrase. Choose as appropriate from the drop list and type your phrase in the text box next to the drop list.</p>
<b>Message text</b>	<p>You can require that the body of the e-mail contains (or does not contain) a certain phrase. Choose as appropriate from the drop list and type your phrase in the text box next to the drop list.</p>

3. Specify the **Action** that Symmetry will take if all the selected conditions are met. Use the drop list to choose whether to receive the entire message or certain parts of it only.

Your wireless carrier may not support all these actions. If not, those restrictions will override Symmetry's actions.

Forwarding only part of the e-mail saves you airtime on your wireless e-mail device.

4. Click **OK** to return to the E-mail tab.

### **Editing an existing rule**

1. Select an e-mail forwarding rule from the E-mail tab.
2. Click the **Edit** button. The E-mail Forwarding Rule screen appears.
3. Change the **Conditions** or **Action** as needed, using the information in *Creating a new rule on page 16*.

### Temporarily disabling an existing rule

An existing rule is active if it has a check mark next to it. To temporarily disable the rule, clear the check box next to the rule by clicking it.

### Deleting an existing rule

1. Select an e-mail forwarding rule from the E-mail tab.
2. Click the Delete button.

## 10 CALENDAR TAB

Depending on the settings you make in the Calendar tab, Symmetry can automatically forward the following from your Outlook calendar to your wireless device:

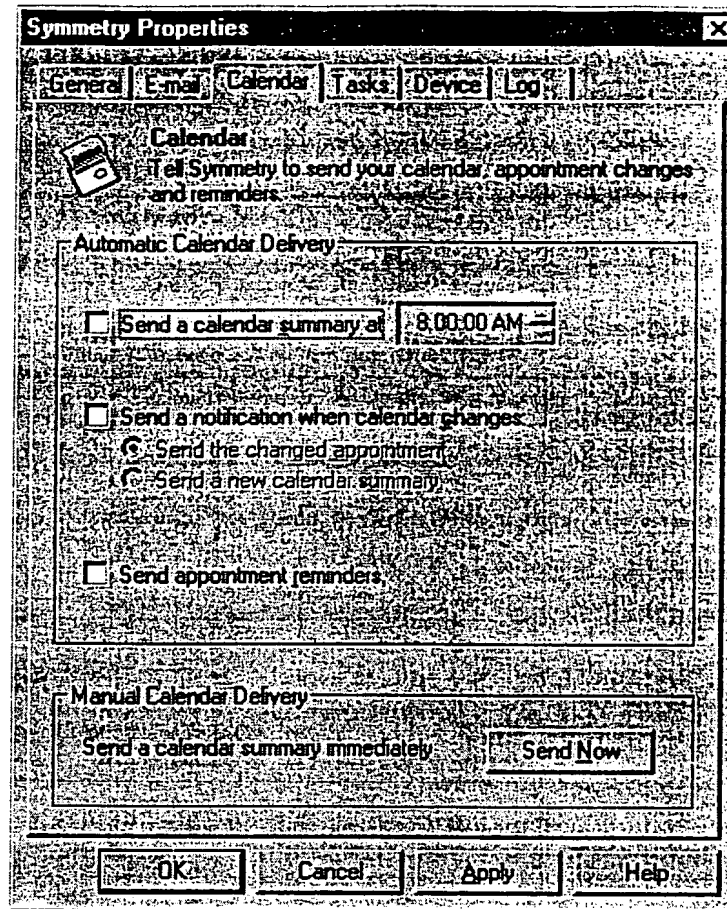
- A summary of the current day's calendar at a specific time each day.
- Immediate notification of any appointment changes (changes only or a new calendar summary).
- Appointment reminders (if Outlook is set up to remind you of appointments).

While you are sitting at your desk you can also use the Calendar tab to forward a copy of your schedule to your device immediately rather than at the scheduled time. (If you request this information remotely, it will also be forwarded immediately. See *page 9*.)

If your calendar is empty, Symmetry will not send a summary, thus saving you airtime on your wireless device.

To get to the Calendar tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings* on *page 7*) and select Calendar (*Figure 10-1*).

Figure 10-1 Calendar Tab



### Configuring the Calendar tab to send information automatically

Select the calendar delivery options you want. Your options are:

- Send a calendar summary at the time you select in the spin box.
- Send a notification when calendar changes:
  - Send the changed appointment
  - Send a new calendar summary
- Send appointment reminders

### Configuring the Calendar tab to send information manually

Click the Send Now button next to send a calendar summary immediately.

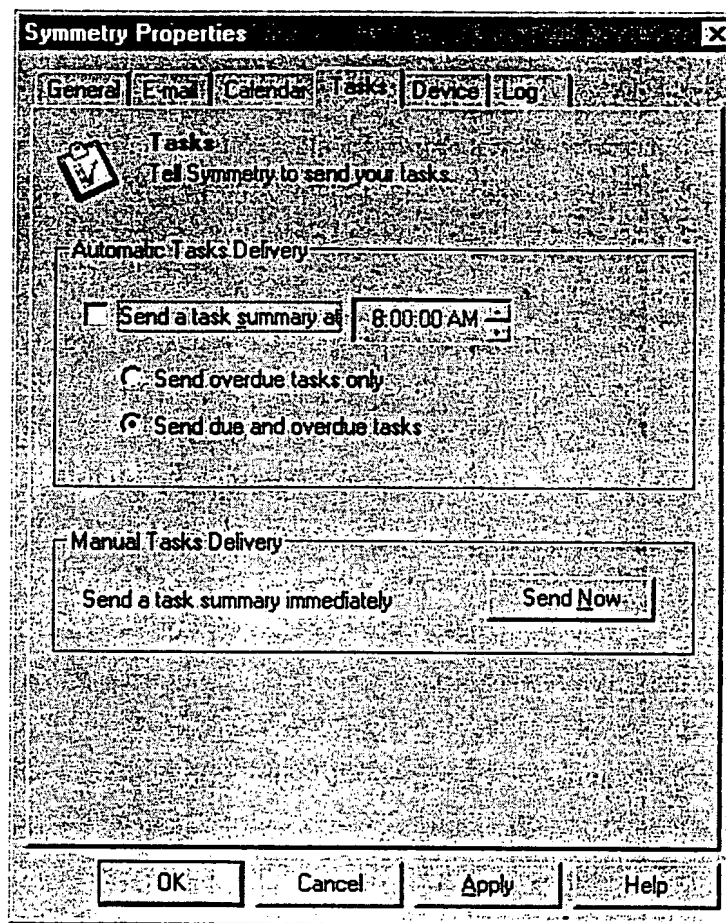
## 11 TASKS TAB

Microsoft Outlook maintains a task list for you. Symmetry can forward a summary of this list to your wireless device at a specific time each day. If you enable this option, you can select whether this summary includes overdue tasks only or both due and overdue tasks.

While you are sitting at your desk you can also use the Tasks tab to forward a copy of your tasks list to your device. (If you request this information remotely, it will also be forwarded immediately. See *page 8*.) If your tasks list is empty, Symmetry will not send a summary, thus saving you airtime on your wireless device.

To get to the Tasks tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select Tasks (*Figure 11-1*).

**Figure 11-1** Tasks Tab



## Configuring the Tasks tab to send information automatically

If you want Symmetry to send you a summary of your Outlook Tasks list:

1. Select the check box next to **Send a task summary at**.
2. Use the spin box to select the time you want to receive the summary.
3. Choose between:
  - **Send overdue tasks only** (if you have a long tasks list, you may want to select this option to save airtime).
  - **Send due and overdue tasks**.

## Configuring the Tasks tab to send information manually

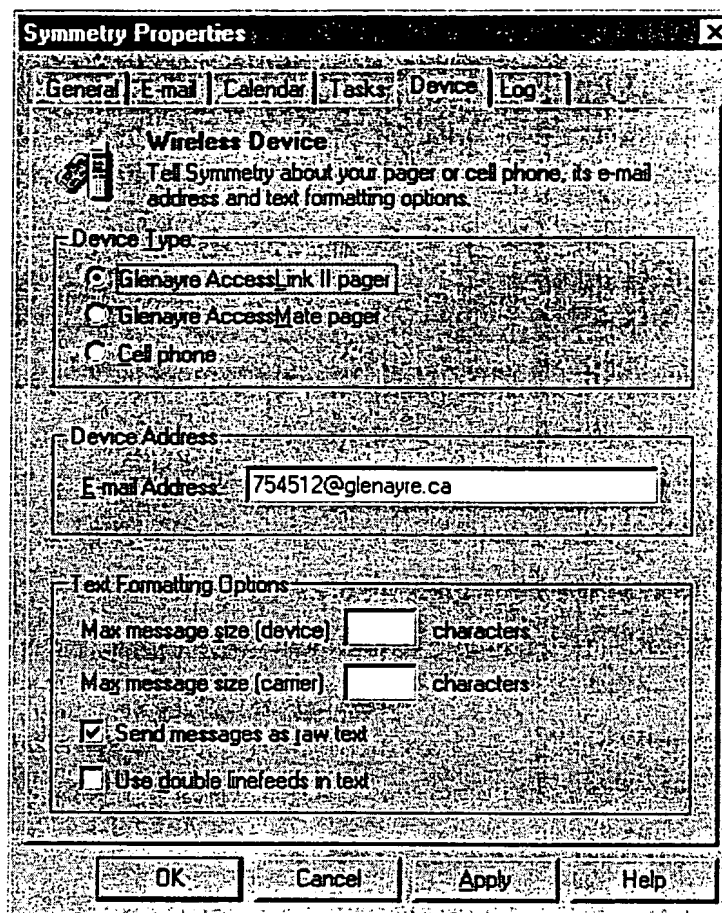
Click the **Send Now** button next to send a task summary immediately.

# 12 DEVICE TAB

Symmetry needs to know some technical details about your wireless e-mail device and your wireless carrier to correctly format the messages it forwards. To change the information that you entered when you first installed Symmetry, use the Device tab. The appearance of this tab may be different for various devices.

To get to the Device tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select Device (Figure 12-1).

Figure 12-1 Device Tab



The image shows a screenshot of the 'Symmetry Properties' dialog box, specifically the 'Device' tab. The dialog has a title bar with 'Symmetry Properties' and a close button. Below the title bar are several tabs: 'General', 'E-mail', 'Calendar', 'Tasks', 'Device' (which is selected), and 'Log'. The 'Device' tab contains the following sections:

- Wireless Device:** A section with a mobile phone icon and the text: 'Tell Symmetry about your pager or cell phone, its e-mail address and text formatting options.'
- Device Type:** A group box containing three radio buttons:
  - ☒ Glenayre AccessLink II pager
  - ☐ Glenayre AccessMate pager
  - ☐ Cell phone
- Device Address:** A group box containing an 'E-mail Address' label and a text field with the value '754512@glenayre.ca'.
- Text Formatting Options:** A group box containing:
  - Two text input fields for 'Max message size (device)' and 'Max message size (carrier)', both followed by 'characters'.
  - A checked checkbox labeled 'Send messages as jaw text'.
  - An unchecked checkbox labeled 'Use double linefeeds in text'.

At the bottom of the dialog are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

## Configuring the Device tab

Change the following entries as needed. If your wireless carrier has preconfigured any of these options, they may not be visible.

<b>Device Type</b>	To correctly format the messages it sends to your device, Symmetry needs to know if it is a pager or cell phone.
<b>Device Address</b>	This is the e-mail address for your device. Symmetry will respond to remote commands from this address.
<b>Text Formatting Options</b>	<p>The size of the message that Symmetry forwards may be limited by your device or your wireless carrier. If so, enter the maximum number of characters that your device and/or carrier will support, and Symmetry will respect these limits by truncating messages as necessary.</p> <p>If your carrier supports raw text, you may want Symmetry to forward messages as raw text to save airtime.</p> <p>If you receive e-mails with bad line breaks, your wireless carrier may require that Symmetry send two line-feed characters at the end of each line.</p>

## 13 LOG TAB

Symmetry maintains a log of all the e-mail, calendars, appointment reminders, task lists, and address book searches it forwards to your wireless e-mail device. The log allows you to verify your wireless carrier's bill. You can review these statistics through the Log tab.

After sending a certain number of messages to your wireless device, as specified in the Shutdown after x messages a day setting (see *Figure 13-1 Log Tab*), Symmetry disables automatic forwarding and will not respond to remote commands. A large number of messages could indicate that you need to modify a forwarding rule; Symmetry disables itself to save you airtime while you analyze the cause for the heavy traffic volume.

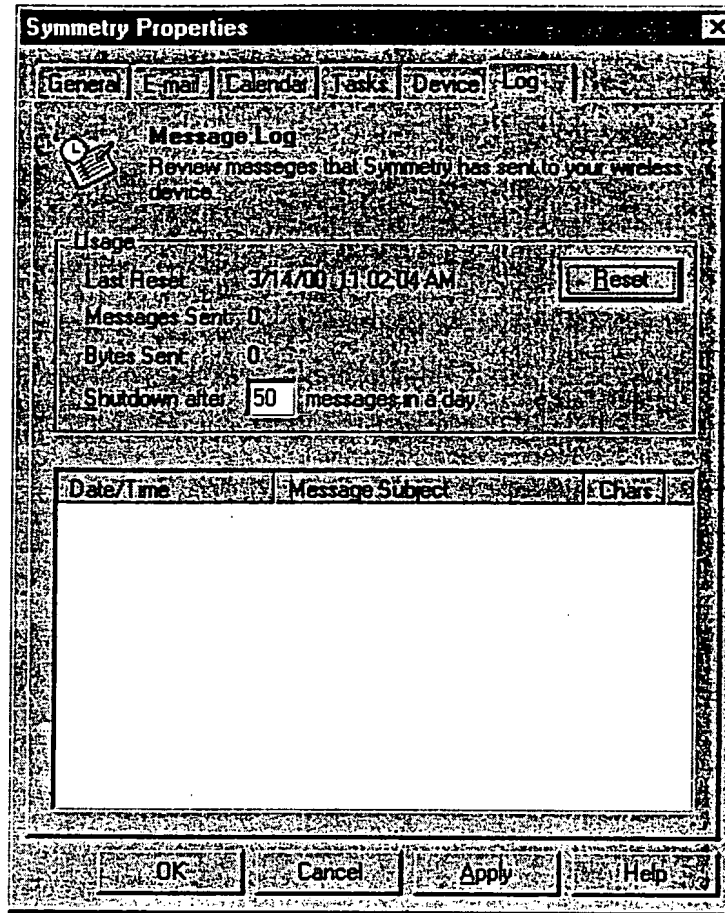
You can turn automatic forwarding on again in the General tab or through the menu that appears when you right-click the Symmetry icon in the system tray. It will not restart automatically or remotely.



The Shutdown after x messages a day feature resets at midnight. You can manually reset the feature by shutting down Symmetry and then restarting it.

To get to the Log tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7) and select Log (Figure 13-1).

**Figure 13-1 Log Tab**



## 14 QUICK REFERENCE

How to do this task	From your Desktop	Remotely
Run Symmetry manually	<ul style="list-style-type: none"> <li>Start button</li> <li>Icon on desktop or on Outlook tool bar</li> </ul>	
Run Symmetry automatically when you log on	Icon ► Symmetry Properties ► General ► Auto-start at logon	
Shut down Symmetry	Right-click icon in task bar and select <b>Shut Down</b>	
Manually enable forwarding	Icon ► Symmetry Properties ► General ► Automatic Messaging ► On	Send an e-mail from your device to your desktop PC e-mail address with <b>on</b> as the subject.
Manually disable forwarding	Icon ► Symmetry Properties ► General ► Automatic Messaging ► Off	Send an e-mail from your device to your desktop PC e-mail address with <b>off</b> as the subject.
Set up mail profile	Icon ► Symmetry Properties ► General ► Mail Profile	
Enable e-mail forwarding	<ul style="list-style-type: none"> <li>Icon ► Symmetry Properties ► E-mail ► Enable e-mail forwarding</li> <li>Set up e-mail forwarding rules (see next entry)</li> </ul>	
Create, edit, delete, or disable e-mail forwarding rules	Icon ► Symmetry Properties ► E-mail ► New/Edit/Delete ► Conditions ( <i>various</i> ) ► Action ► Send ( <i>various</i> )	
Automatically forward calendar summary	Icon ► Symmetry Properties ► Calendar ► Send calendar summary at	
Manually forward calendar summary (immediate delivery)	Icon ► Symmetry Properties ► Calendar ► Send now	Send your desktop PC an e-mail from your device with <b>c</b> as the subject.
Automatically forward calendar changes	Icon ► Symmetry Properties ► Calendar ► Send a notification when calendar changes	
Automatically forward appointment reminders	Icon ► Symmetry Properties ► Calendar ► Send appointment reminders	
Automatically forward tasks list	Icon ► Symmetry Properties ► Tasks ► Send a task summary at	
Manually forward tasks list (immediate delivery)	Icon ► Symmetry Properties ► Tasks ► Send now	Send your desktop PC an e-mail from your device with <b>t</b> as the subject.
Change information about wireless device	Icon ► Symmetry Properties ► Device ► Device Type/Device Address/Text Formatting Options	
Display usage statistics	Icon ► Symmetry Properties ► Log	
Forward contact information for <b>name</b> from Outlook address book		Send your desktop PC an e-mail from your device with <b>f name</b> as the subject.

## 15 TIPS FOR SAVING AIRTIME

Symmetry conserves airtime by not forwarding empty calendars or task lists at the scheduled time. It also automatically disables itself when a certain number of messages have been sent. If your review of the Log tab indicates that you have unnecessarily heavy traffic, you may want to consider revising some of your forwarding rules. Ways to minimize airtime when using Symmetry include:

- Disable automatic forwarding or use the "On after screen saver activates" feature while you are at your desk (see *General Tab* on page 12).
- Forward only part of your e-mail messages (see *step 3* on page 17).
- Configure Symmetry to send only overdue tasks if you have a long tasks list (see *Configuring the Tasks tab to send information automatically* on page 21).
- Configure Symmetry to send only calendar changes rather than an entire new summary (see *Configuring the Calendar tab to send information automatically* on page 19).
- Forward messages as raw text if your wireless carrier supports raw text (see *Text Formatting Options* on page 23).
- Make *f name* searches for contact information as specific as possible (see *Accessing Symmetry Remotely* on page 8).

If you would like more detailed instructions or troubleshooting advice, visit <http://www.getsymmetry.com>.

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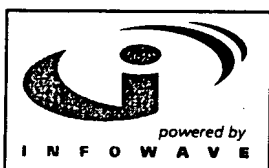
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Symmetry User Guide

9110.01390

Revision 1.0

March 31, 2000

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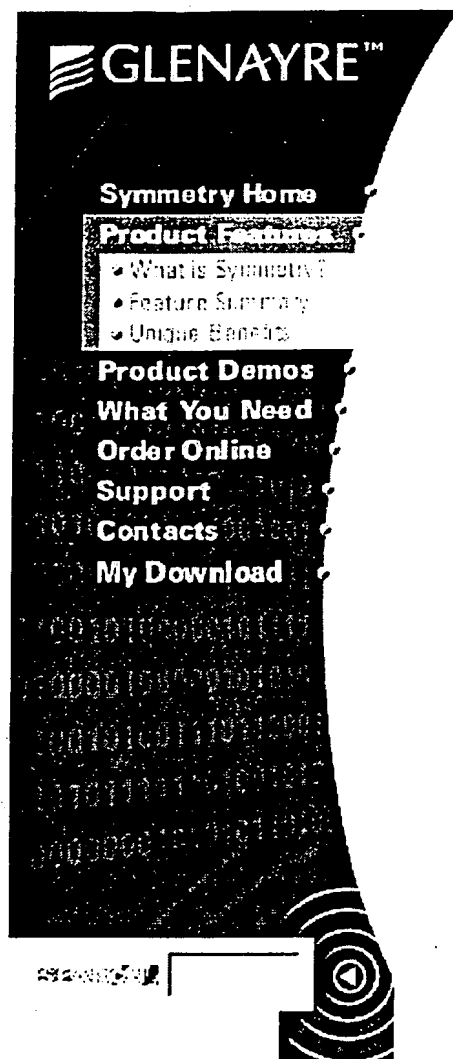
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Tel: (604) 473-3700

Fax: (604) 473-3699

Website: <http://www.infowave.com>





## PRODUCT FEATURES

### Stay connected, wherever you go

If you're like most of us, you rely on Outlook for your e-mail, your daily calendar, your address book and more.

But when you're away from your desk, you're out of touch. You don't know if a meeting has been rescheduled, or if an important e-mail has arrived.

Symmetry lets you stay in touch.

### Symmetry.

#### Your wireless link to Outlook.

Symmetry is software that runs on your PC. With Symmetry, you're wirelessly connected with your personal Outlook information wherever you go, via your existing wireless messaging device (pager, digital mobile phone, PDA, etc.).

- › overview
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- › task list
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- › special features
- › device commands



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Symmetry Home

Product Features

- What is Symmetry?
- Feature Summary
- Unique benefits

Product Demos

What You Need

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Support

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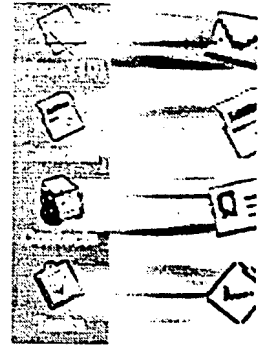
## What is Symmetry?

Symmetry is software that runs on your desktop PC. Symmetry enables real-time wireless access to your personal Microsoft Outlook information, using a wireless messaging device that can receive e-mail (pager, digital mobile phone, PDA, etc.).

Symmetry automatically forwards all your critical Outlook information to your wireless device. Messages are forwarded the instant they arrive on your desktop so you'll never miss another important e-mail, meeting reminder, calendar change, or task reminder.

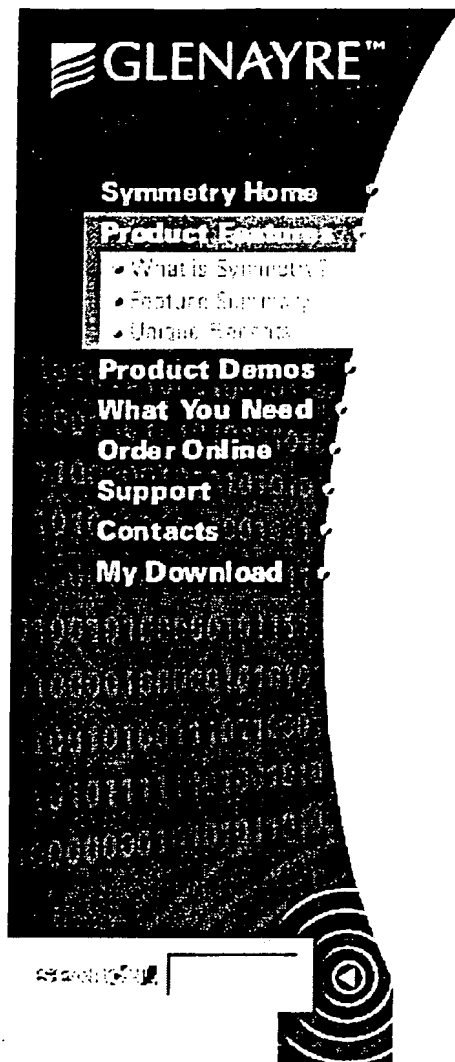
Symmetry is easy to use and installs in minutes. The Symmetry installation wizard guides you through the entire set-up. At any time, you can change your forwarding rules by selecting the Symmetry Properties icon on your desktop.

Symmetry works with the wireless device you already own. The specific features you can use depend on your service provider and your device.



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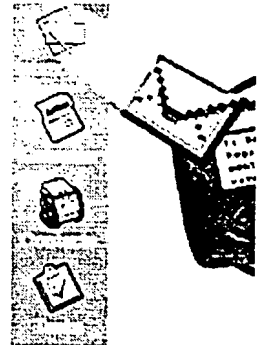


## Wireless E-Mail

When e-mail arrives at your desktop PC, Symmetry will automatically forward a copy of your e-mail to your wireless device, based on your rules. If you reply from your interactive wireless device, Symmetry handles the e-mail as if the reply was sent from your PC. The return e-mail address is that of your desktop PC, and a copy of your e-mail reply is saved in your desktop Outlook "sent items" folder.

Symmetry e-mail forwarding rules:

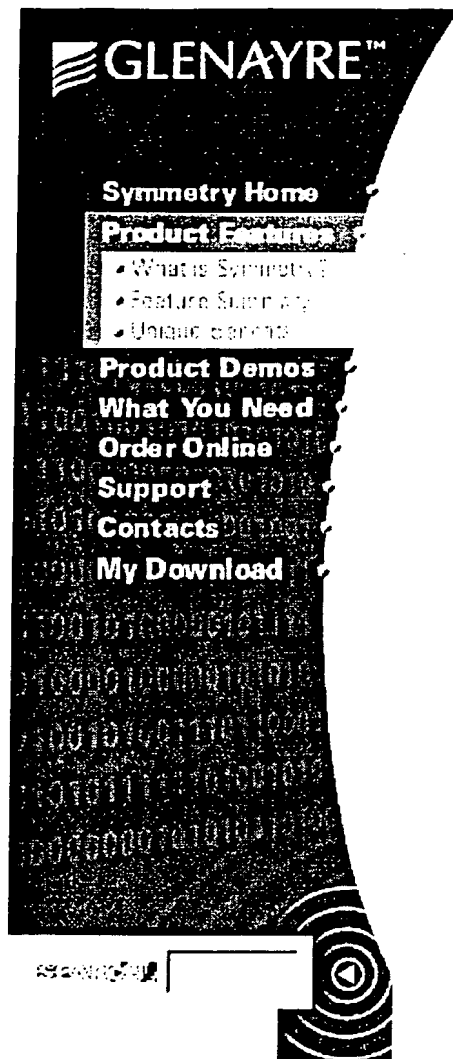
- Forward e-mail sent from certain people or from a list of people
- Forward e-mail that was sent directly to you
- Forward e-mail with a certain importance level
- Forward e-mail that includes or does not include certain words, in the subject or body of the e-mail
- Select how many characters of the e-mail to forward to your device



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To ensure cost-effective use of your device airtime, Symmetry does not forward attachments or URLs.



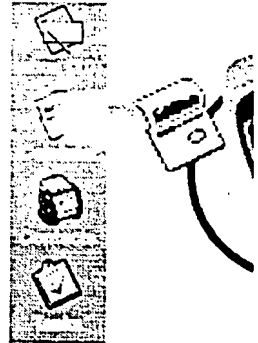


## Wireless Calendar

Symmetry automatically forwards a summary of your daily Outlook calendar to your wireless device, at a specified time each day. You may also request calendar updates to be forwarded to your device as they occur. If you have an interactive wireless device, you can send a request from your wireless device to have Symmetry immediately forward your daily calendar to your device.

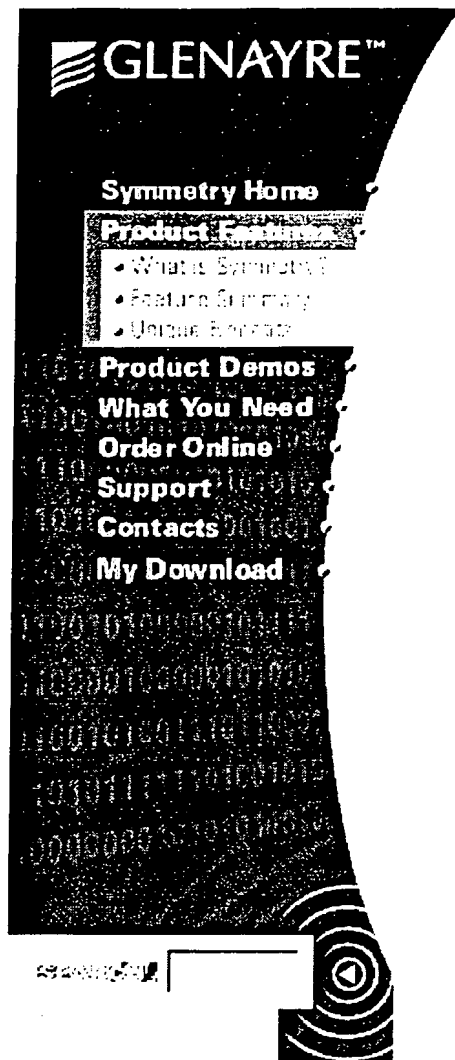
Symmetry calendar forwarding rules:

- Forward your daily calendar at a specific time each day
- If today's calendar changes, forward either the changes or the entire new calendar
- Meeting reminders can be forwarded to your wireless device



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- › calendar
- › reminders
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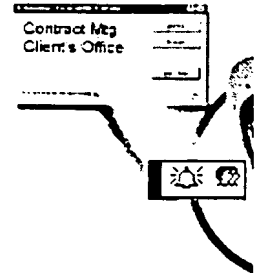


## Wireless Reminders

If you use Outlook meeting reminders, Symmetry will automatically send the pop-up meeting reminder to your wireless device, so that you don't need to worry about missing another meeting again. Symmetry forwards the meeting subject, location and start/end time to your wireless device.

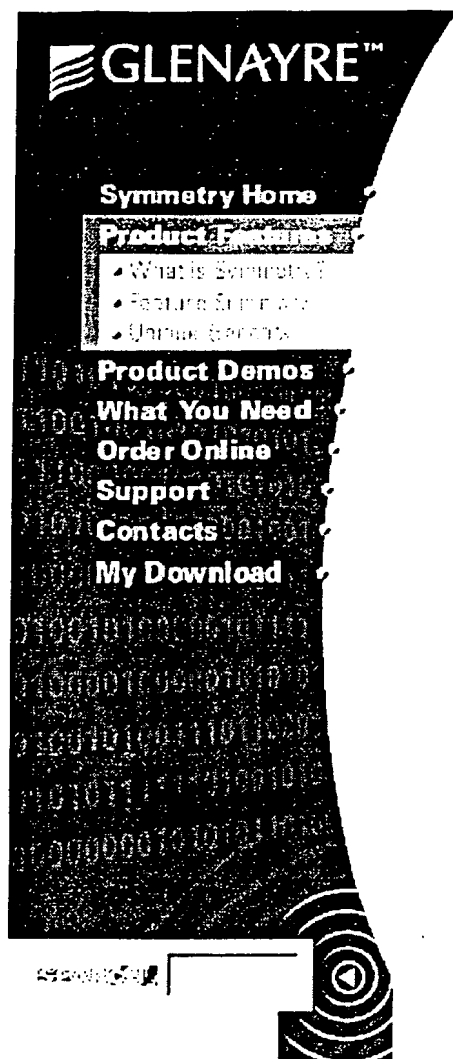
Meeting reminders forwarding rules:

- Forward meeting reminders on/off



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- › reminders
- › task list
- › address book
- › special features
- › device communication



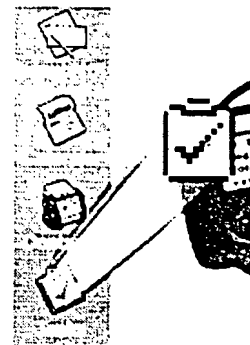


## Wireless Task List

Symmetry can automatically forward a summary of your task list to your wireless device, at a specified time each day. You can choose to have Symmetry send tasks that are due and/or overdue. From an interactive device, you can request an up-to-the-moment copy of your task list by sending a simple command from your wireless device.

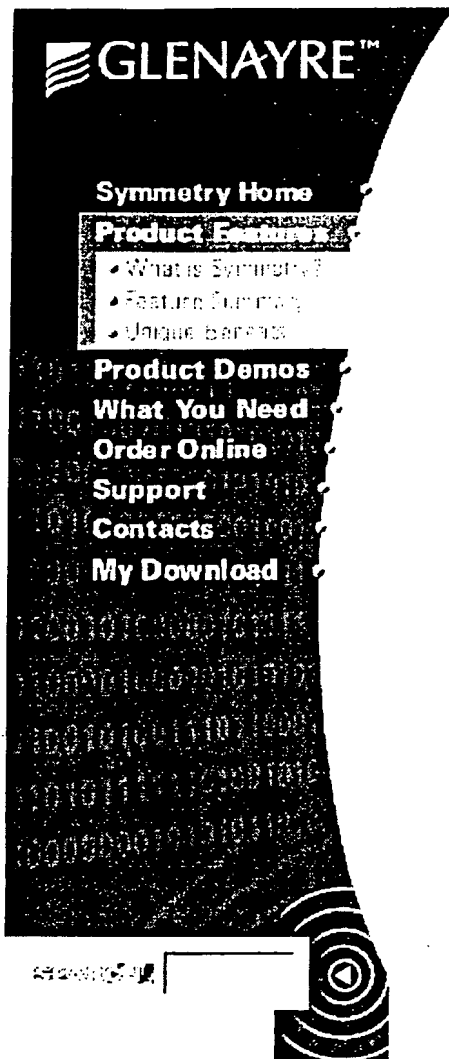
Symmetry Task list forwarding rules:

- Forward your task list at a specific time each day
- Send overdue tasks only or send both due and overdue tasks



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## Wireless Address Book

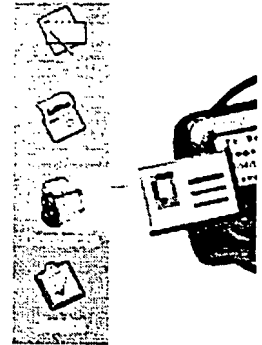
Contact information from your Outlook personal and company address books as well as contact folder, can be retrieved in real-time using your two-way interactive wireless device. Just send an e-mail from your interactive wireless device with the command "F" and the name of the person (f name), and Symmetry will search your Outlook address books and send the person's name, company, phone and e-mail information to your wireless device.

### Device Command for Address Book:

- From your wireless device, send an e-mail to your desktop e-mail address.
- In the e-mail, include "F name" in the e-mail message. For name, you may include the person's full name, first name, last name, or partial name.

### Device Command for Contact Folder:

- From your wireless device, send an e-mail to your desktop e-mail address.
- In the e-mail include "F name" in the e-mail message. For name, you may use the person's first name or last. If you use the person's full name, the name must appear exactly as it is listed in the Contact File. For example, if the name is filed as "Smith, John" then the search name must be exactly entered as "f smith, john" (including the comma and the space between the first and last name).
- For Outlook 2000 users, please refer to the Symmetry manual for more details.



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## Symmetry Home

## Product Features

- What is Symmetry?
- Feature Summary
- Unique Benefits

## Product Demos

## What You Need

## Order Online

## Support

## Contacts

## My Download



## Special features

## Screen Saver Activation

Many times, you're called away from your desk unexpectedly. To ensure you never miss a message, activate the Symmetry screen saver option and Symmetry will automatically turn on when your screen saver is activated. When you return to your desk, you can turn Symmetry off to save air time on your wireless device.

## Remote Control

Use your two-way interactive wireless device to turn Symmetry forwarding on or off. Request real-time calendar, task or contact information from your wireless device. See [device commands](#).

## Message Log

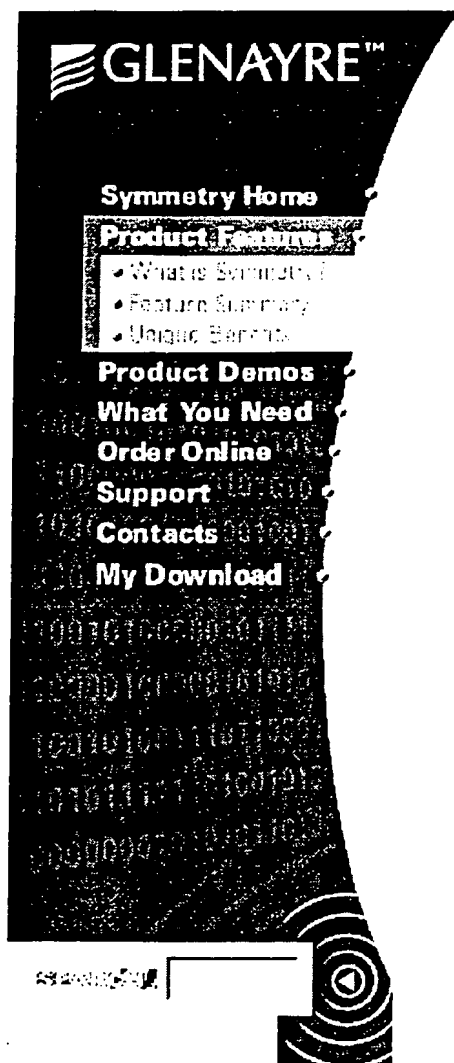
Symmetry maintains a log of all the e-mail, calendar, meeting reminders, tasks, and address book searches it has sent to your wireless device. The log allows you to verify your service invoice from your wireless device carrier. If your monthly wireless service invoice is based on a per message or character usage, we recommend that you monitor the Symmetry log on a daily basis when first using Symmetry (by accessing the Symmetry Properties Log tab). This will give you an indication of whether you need to refine your Symmetry forwarding rules to reduce the number of messages Symmetry is forwarding to your device. [Click here for tips to save airtime.](#)



- › overview
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- › address book
- › special features
- › device commands







## Device Commands

### Accessing Symmetry Remotely

If you have a two-way wireless device, you can control Symmetry from your wireless device and have real-time access to your Outlook information when you need it. From your two-way wireless device, send these commands as a message to your desktop e-mail address, and Symmetry will immediately forward the information to your wireless device:




Device Command	What it does	
c	Forward today's calendar	› overview
t	Forward today's task list	› e-mail
f name	Forward the address book or contact listing for "name"	› calendar
off	Switch Symmetry off	› reminders
on	Switch Symmetry on	› task list
		› address bc
		› special fea
		› device con

\* For address book searches, you may enter the name in any form; first, last, first and last, or partial names

For contact record searches, you may enter the person's first or last name. If entering the person's full name, you must enter the name exactly how it appears in the contact file. For example, if the name is filed as "Smith, John" then the search name must be exactly entered as "f smith, john" (including the comma and the space between the first and last name).





**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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Inbox - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Reply Reply to All Forward


**Inbox**

	From	Subject
	Public, Johnny Q.	Tried Symmetry?
	0 Summers, Jack	UMS - Unified Messaging From Glenayre
	Info@serviceprovider.co	Your Wireless Internet Service is now
	0 Laname, S.U.	New @ctiveLink Module for the Handspring

34 Items, 9 Unread

When an e-mail message arrives at your desktop PC, Symmetry automatically forwards a copy to your AccessLink II.

(back next)



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Introduction

How can Symmetry work for you?

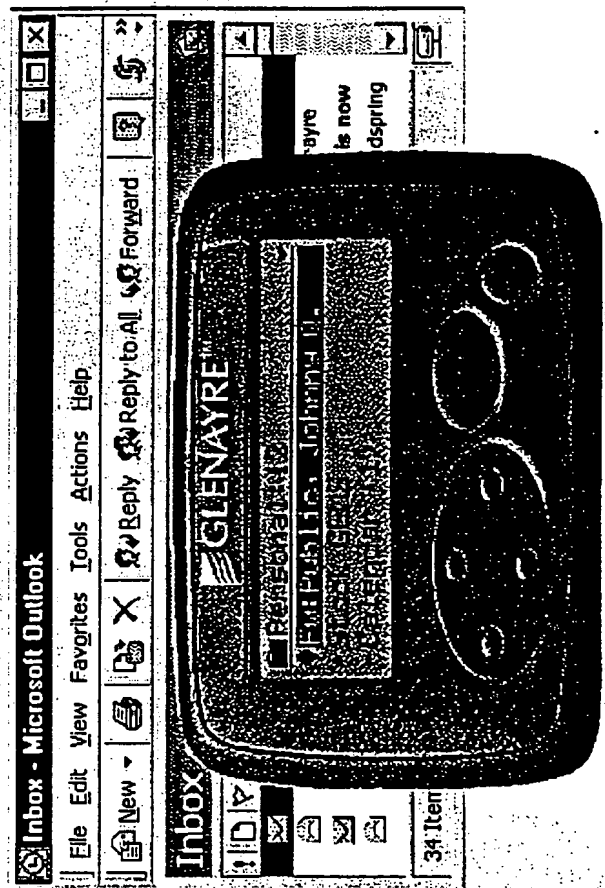
- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

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When an e-mail message arrives at your desktop PC, Symmetry automatically forwards a copy to your AccessLink II.

(back next)



**Symmetry**  
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Introduction

How can Symmetry work for me?

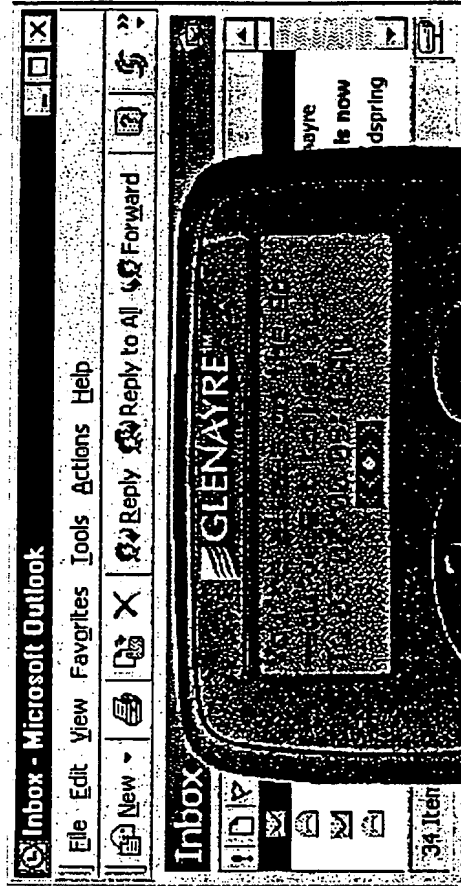
- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit




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Using your AccessLink II's virtual keyboard and interactive capabilities, you can reply to your e-mail message.

(back next)



**Symmetry**  
For wireless link to Outlook®


Introduction

How can Symmetry work for you?

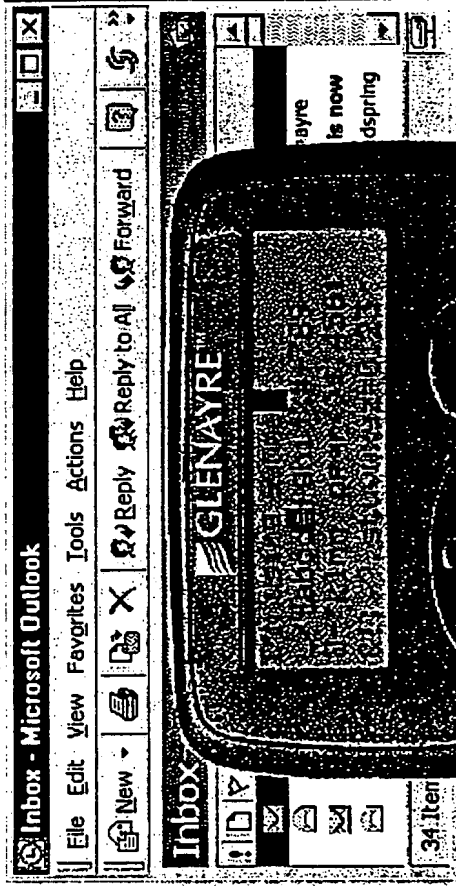
- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit




Active  
Solutions  
GLENAYRE



Using your AccessLink II's virtual keyboard and interactive capabilities, you can reply to your e-mail message.

(back next)



**Symmetry™**  
Your wireless link to Outlook®


**Introduction**

**How can Symmetry work for me?**

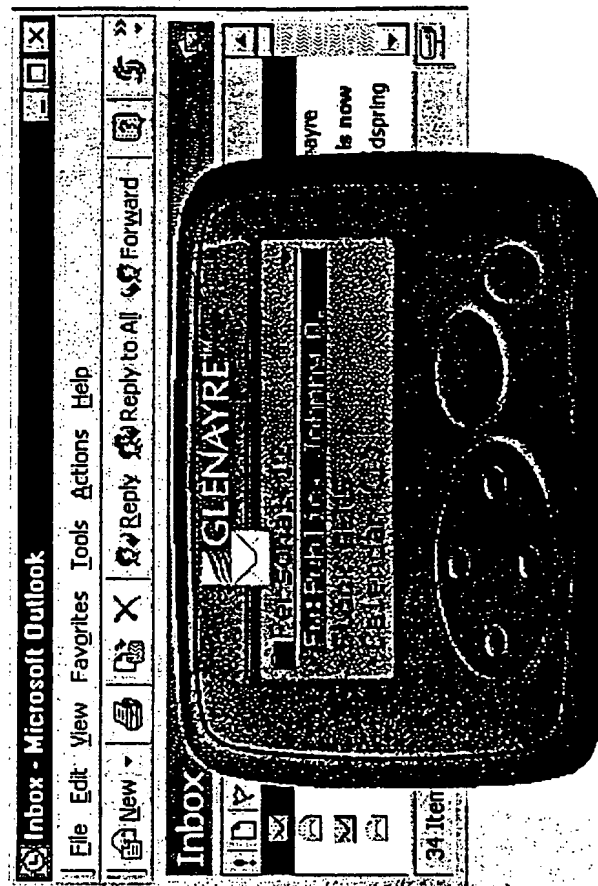
- ✉ Email
- 📅 Calendar
- 📋 Tasks
- 📞 Contacts

**Symmetry Advantages**

**Exit**




**Active Solutions**  
GLENAYRE



**Using your AccessLink II's virtual keyboard and interactive capabilities, you can reply to your e-mail message.**

(back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for you?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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**RE: Tried Symmetry - Message (Rich Text)**

File Edit View Insert Format Tools Actions

From: MyName@MyOfficeDesktop.com Sent: 1/1/01 1:00 PM

To: Johnny Q. Public

Subject: RE: Tried Symmetry

Response: I'm using Symmetry now!

- From: MyName

Your Message:

- > Fr: JQPublic@internet.com
- > Su: Tried Symmetry?
- > Call me if you still haven't tried this software

MyName@MyOfficeDesktop Here's the file you wanted with prices

**Inbox - Microsoft Outlook**

File Edit View Format Tools Actions

New


**Inbox**

	From	Subject
1	MyName	0 services
2	888555	0
3	MyName@MyOfficeDesktop	Here's the file you wanted with prices

34 Items, 9 Unread

Your reply message will look just like it was sent from your desktop PC. The recipient will see your PC's e-mail address.

(back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry Work for me?

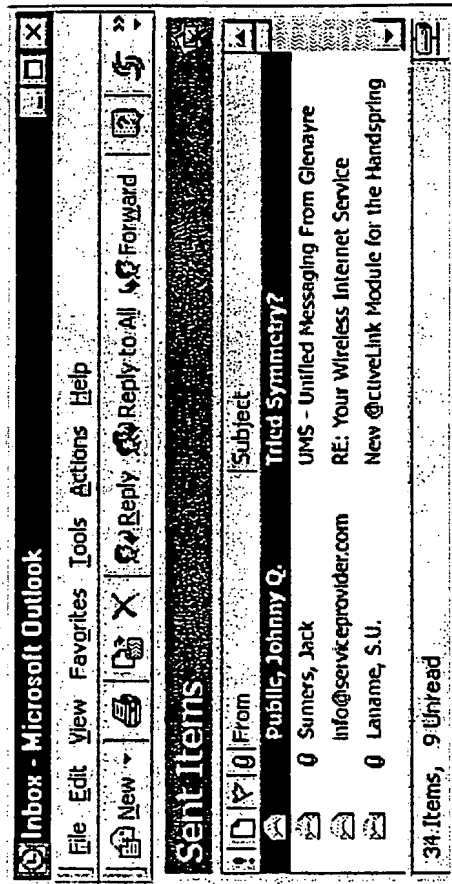
- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit




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A copy of your e-mail reply is saved in your Outlook Sent Items folder, just as if the message was sent from your PC.

(back next)





**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
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Symmetry Advantages

Exit



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Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week Month Find

Calendar March 21, 2000

12 pm	Conference Call - 800-555-9999 confirm 1234 (My office)
1 00	
2 00	
3 00	Prof Assoc Gathering (Giordo Advertising - 1401 West Morehead Street)

3 Items

Symmetry automatically forwards your daily calendar list to your AccessLink II at a specified time each day.

(back next)



#### Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

#### Symmetry Advantages

Exit



Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week Month Find

Calendar March 21, 2000

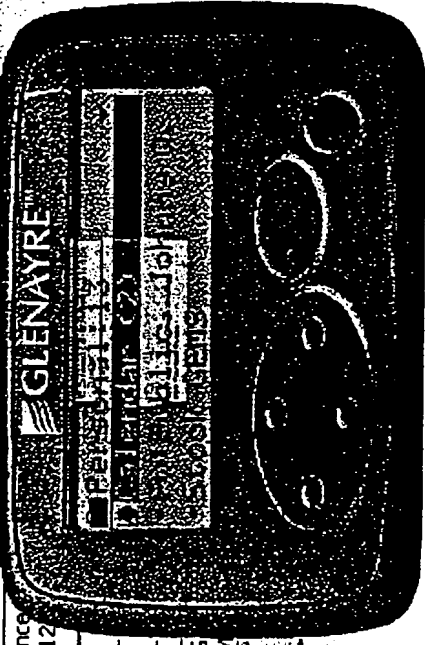
12 pm

1 00

2 00


3 00

3 Items



Symmetry automatically forwards your daily calendar list to your AccessLink II at a specified time each day.

(back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
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Symmetry Advantages

Exit



**Active Solutions**  
GLENAYRE

Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week Month Find

Calendar

March 21, 2000

12 pm

1 00


2 00

3 00

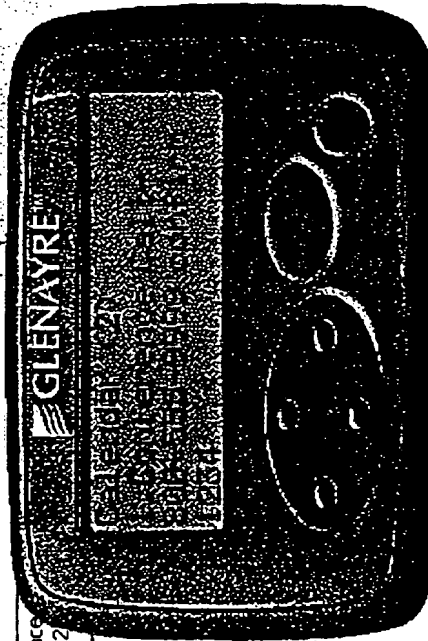
3 Items

Conference confirm 12

Prof Assoc G 1401 West M




**GLENAYRE**



The calendar summary will list each appointment along with it's time and location.

(back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week Month Find

Calendar

March 21, 2000

12 pm

1:00


2:00

3:00

31 Items


Conference confirm 12

Prof Assoc G 1401 West M



You may also select calendar updates to be sent as they occur.

(back next)



**Symmetry**  
Your wireless link to the Cloud


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



Active Solutions  
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Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

Project Review - Appointment

Save and Close Recurrence...

File Edit View Insert Format Tools Actions Help

Appointment Attendee Availability

Subject: Project

Location: This is an online meeting

Start time: Tue 3/21/00 8:00 AM

End time: Tue 3/21/00 8:30 AM

Reminder: 15 minutes Show time as:

Calendar

12 pm

1 00

2 00


3 00

3 Items

Prof / 1401

You may also select calendar updates to be sent as they occur.

(back next)



**Symmetry™**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions

New Week 31 Month Find

Calendar March 21, 2010

12 pm

1:00

2:00

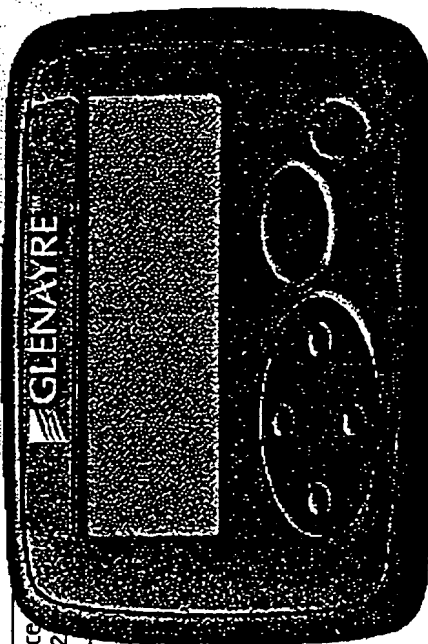
3:00

3 Items

Conference confirm 12


Project Review

Prof Assoc G 1401 West M



You may also select calendar updates to be sent as they occur.

(back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



**Active Solutions**  
GLENAYRE

Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week 31 Month Find

Calendar March 21, 2000

12:00 pm

1:00

2:00

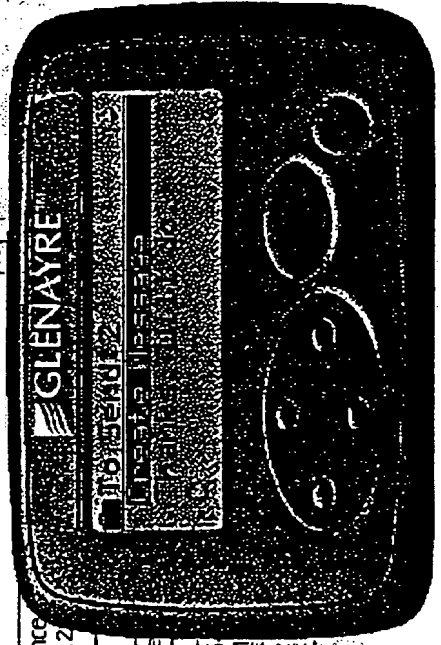
3:00

3 Items

Conference confirm 12


Project Review

Prof Assoc G 1401 West M



Using your AccessLink II's virtual keyboard, you can request today's calendar. Send the command "C" to your desktop e-mail address.

(back next)



**Symmetry**  
Your wireless link to Outlook®


**Introduction**

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

**Symmetry Advantages**

Exit



**Active Solutions**  
GLENAYRE

Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week 31 Month

Calendar

12 pm

1:00

2:00

3:00


3 Items

Conference confirm 12

Project Review

Prof Assoc G 1401 West M

March 21, 2000




**GLENAYRE**  
ACCESSLINK II  
VIRTUAL KEYBOARD

Using your AccessLink II's virtual keyboard, you can request today's calendar. Send the command "C" to your desktop e-mail address.

(back next)





**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



Active  
Solutions  
GLENAYRE

Calendar - Microsoft

File Edit View Favorites

New Week

Calendar

March 21, 2000

12 pm

1:00

2:00

3:00

3 Items

Conference confirm 12


Project Review

Prof Assoc G 1401 West M



Symmetry will immediately forward your daily calendar summary to your AccessLink II.

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**Symmetry™**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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Solutions  
GLENAYRE

Calendar - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Week 31 Month Find \$

Calendar

March 21, 2000

12 pm

1:00

2:00

3:00

Items

Conference confirm 12


Project Review

Prof Assoc G 1401 West M



Symmetry can also forward your Outlook meeting reminders to your AccessLink II.

(back next)



**Symmetry**  
Your wireless link to Outlook


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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Reminder - Tue 3/21/00 1:30 PM

Project Review

Dismiss

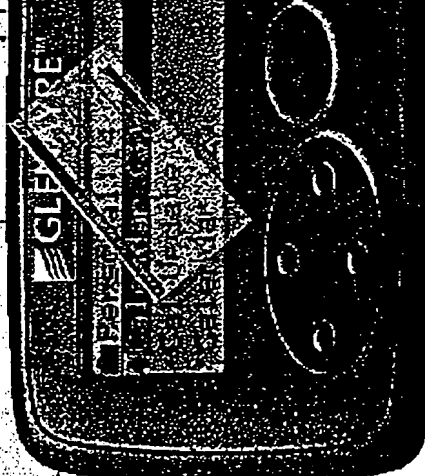
Snooze

Location: Meeting Room 3

Click Snooze to be reminded

2:00	Project Review
3:00	Prof Assoc G
	1401 West M


3 Items



GLENAYRE

Symmetry can also forward your Outlook meeting reminders to your AccessLink II.

(back next)



**Symmetry™**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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Solutions™  
GLENAYRE

Reminder - Tue 3/21/00 1:30 PM

Project Review

Dismiss


Snooze

Location: Meeting Room 3

Click Snooze to be reminded later

2:00	Project Review
3:00	Prof Assoc G
	1401 West M


3 Items



Symmetry forwards the appointment's subject, time and location to your AccessLink II.

(back next)





**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- ☐ E-mail
- ☐ Calendar
- ☒ Tasks
- ☐ Contacts

Symmetry Advantages

Exit



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Tasks - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New Find Organize


Tasks

<input checked="" type="checkbox"/> Subject	Status	Due Date
Click here to add a new Task		
<input checked="" type="checkbox"/> Create Milestones text	In Progress	Thu 4/27/00
<input checked="" type="checkbox"/> File Expenses	Not Started	Mon 4/24/00
<input checked="" type="checkbox"/> Newsletter template for Inf...	Completed	Thu 2/3/00

3 Items

Symmetry automatically forwards your due and/or overdue tasks to your AccessLink II at a specified time each day.

(back next)



**Symmetry**  
Your wireless link to Outlook®


**Introduction**

**How can Symmetry work for me?**


- E-mail
- Calendar
- Tasks
- Contacts

**Symmetry Advantages**

**Exit**



**Active Solutions**  
GLENAYRE



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages

Exit



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GLENAYRE

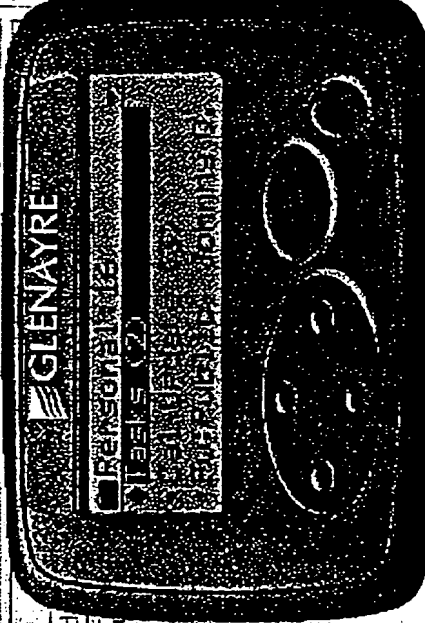
Tasks - Microsoft Outlook

File Edit View Favorites Tools Actions Help

New X Find Organize

Tasks

<input checked="" type="checkbox"/>	Subject
Click here to add a new task	
<input checked="" type="checkbox"/>	Create Milestones
<input checked="" type="checkbox"/>	File Expenses
<input checked="" type="checkbox"/>	Newsletter templates
3 Items	




GLENAYRE™  
PERSONAL TIME  
TASKS (2)

The task summary will list each of the due and / or overdue tasks along with their due dates.

(back next)






**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
-  Tasks
- Contacts

Symmetry Advantages

Exit



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Tasks - Microsoft Outlook

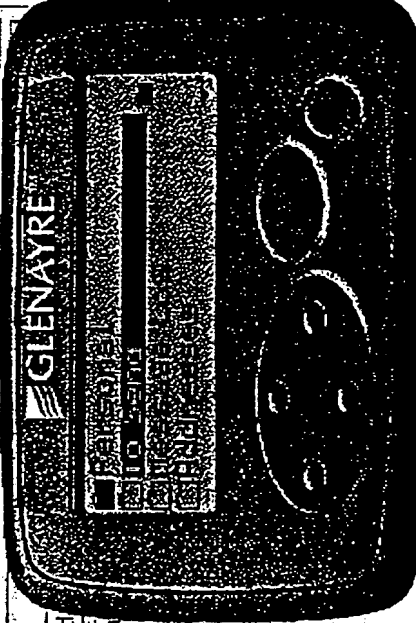
File Edit View Favorites Tools Actions Help

New X Find Organize \$


Tasks

<input checked="" type="checkbox"/>	Subject
<input type="checkbox"/>	Click here to add a new task
<input checked="" type="checkbox"/>	Create Milestones
<input type="checkbox"/>	File Expenses
<input checked="" type="checkbox"/>	Newsletter templates

3 Items



Using your AccessLink II's virtual keyboard and interactive capability, you can request your task list. Send the command "T" to your desktop e-mail address. (back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

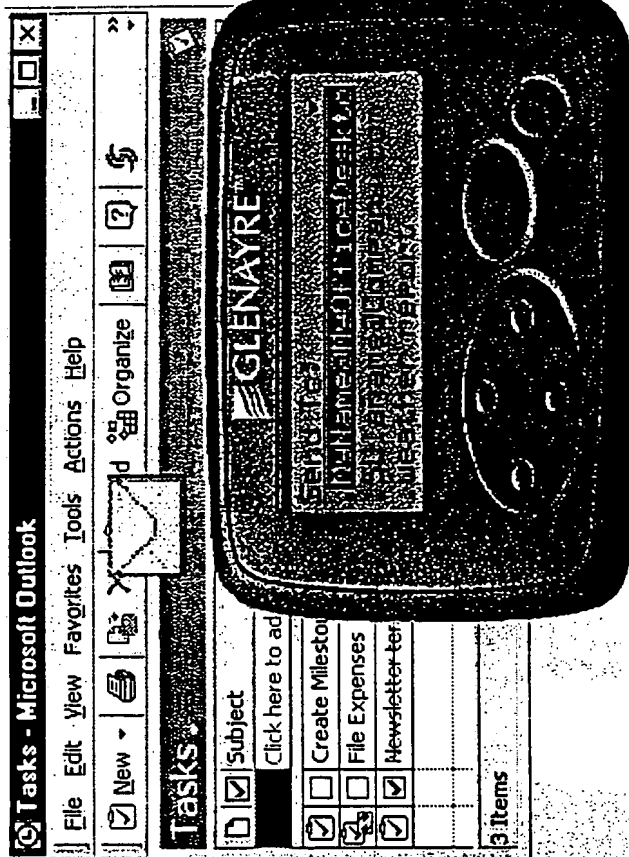
- E-mail
- Calendar
- Tasks
- Contacts

Symmetry Advantages


Exit



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GLENAYRE




Using your AccessLink II's virtual keyboard and interactive capability, you can request your task list. Send the command "T" to your desktop e-mail address. (back next)



**Symmetry**  
Your wireless link to Outlook


Introduction

How can Symmetry work for me?

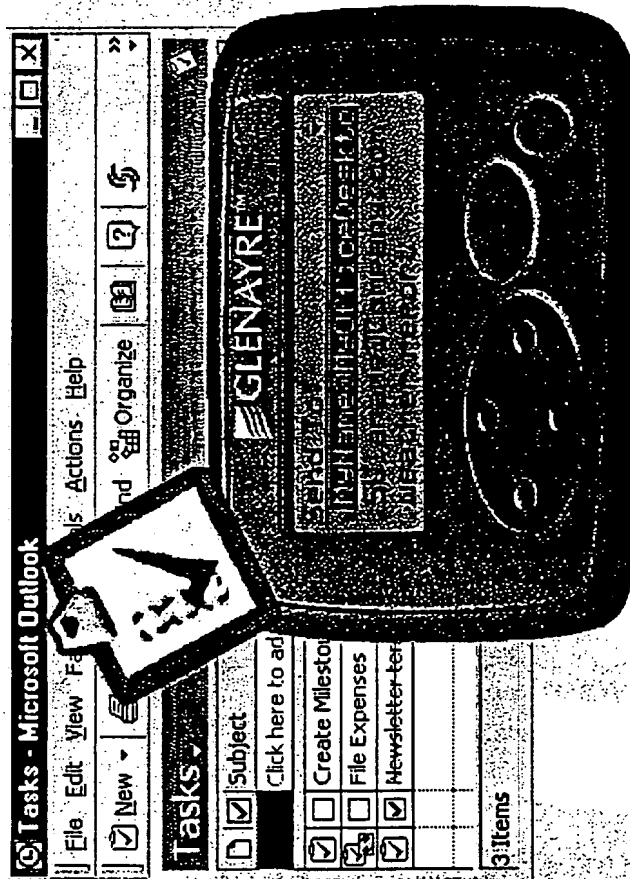
- E-mail
- Calendar
-  Tasks
- Contacts

Symmetry Advantages

Exit




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GLENAYRE



Symmetry will immediately forward your due and/or overdue task list to your AccessLink II.

(back next)



**Symmetry**  
Your wireless link to Quidonet®


**Introduction**

**How can Symmetry work for me?**

- E-mail
- Calendar
- Tasks
- Contacts

**Symmetry Advantages**

**Exit**




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**GLENAYRE**

**Symmetry Properties**

General | Email | Calendar | Tasks | Device | Log

**Tasks**

Tell Symmetry to send your tasks.



**Automatic Tasks Delivery**

☒ Send a task summary at **10:35:00 AM**

☒ Send overdue tasks only

**Manual Tasks Delivery**

☒ Send a task summary immediately


**Send Now**

OK Cancel Apply Help

**Symmetry forwards your tasks according to the rules you select.**

**(back next)**

687



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
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- Contacts

Symmetry Advantages

Exit



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Address Book

File Edit View Tools Help

Icons: [Address Book] [New] [Open] [Print] [Find] [Help]

Type Name or Select from List:

Show Names from the: **Global Address List**

Outlook Address Book

Contacts

Personal Address Book

Global Address List

Johnny Q. Public (E-mail)

Johnny Q. Public (Business Fax)


Sue Laname (E-mail)

Roger Pippen (E-mail)

SMTP piprogei@abcn.net.com 704) 527-1234

Information from your Outlook contacts folder, personal and company address books can be retrieved in real-time using your AccessLink II.

(back next)



**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- E-mail
- Calendar
- Tasks
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Symmetry Advantages

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Address Book

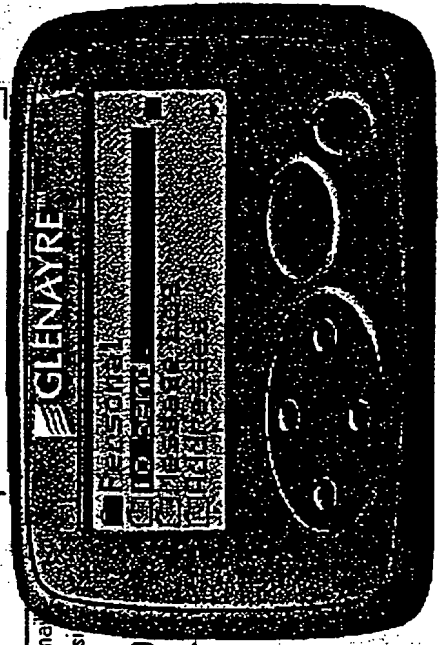
File Edit View Tools Help

Icons: [Address Book] [X] [Print] [Help]

Type Name or Select from List:


Show Names from the:

- Johnny Q. Public (E-mail)
- Johnny Q. Public (Busi
- Sue Laname (E-mail)
- Roger Phippen (E-mail)



Just send an e-mail from your AccessLink II with the "f" command and the name of the person...

(back next)



**Symmetry**  
Your wireless link to Quidware


Introduction

How can Symmetry Work for me?

- E-mail
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- Tasks
- Contacts

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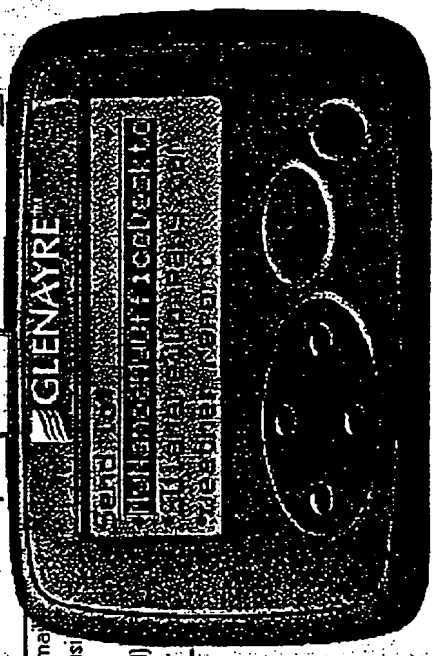
Address Book

File Edit View Tools Help



Type Name or Select from List:  Show Name:  the:


- Johnny Q. Public (E-mail)
- Johnny Q. Public (Busi
- Sue Laname (E-mail)
- Roger Pippen (E-mail)



Just send an e-mail from your AccessLink II with the "i" command and the name of the person...  
(back next)







**Symmetry**  
Your wireless link to Outlook®


Introduction

How can Symmetry work for me?

- ☐ E-mail
- ☐ Calendar
- ☐ Tasks
- ☒ Contacts

Symmetry Advantages

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Active  
Solutions  
GLENAYRE

Address Book

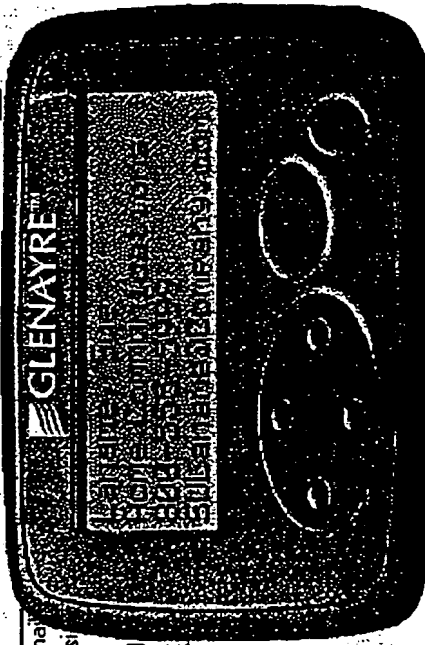
File Edit View Tools Help

Icons: Address Book, Edit, View, Tools, Help, ?

Type Name or Select from List:  Show Names from the:

Global Address List

- Johnny Q. Public (E-mail)
- Johnny Q. Public (Busi
- Sue Laname (E-mail)
- Roger Phippen (E-mail)



and Symmetry will search your Outlook address books and return to you the person's name, company, phone number and e-mail address.

(back next)

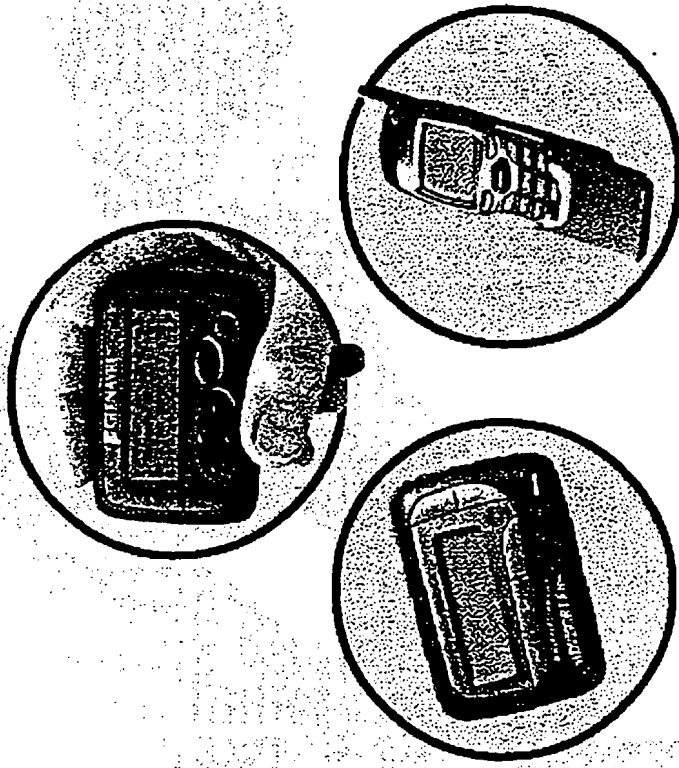


Introduction

How can Symmetry work for me?

Symmetry Advantages

Exit



Symmetry works with any wireless device that can receive e-mail.

(back next)



#### Introduction

How can Symmetry work for me?

#### Symmetry Advantages

Exit

- ☐ Desktop screen saver automatically activates Symmetry when you are away from your desk
- ☐ Limit the number of messages and the number of characters per message that are sent to your wireless device
- ☐ Symmetry provides a message tracking log

Symmetry ensures your airtime is used wisely.

(back next)





Symmetry Home

Product Features

- What is Symmetry?
- Feature Summary
- Unique Benefits

Product Demos

What You Need

Order Online

Support

Contacts

My Download



**Symmetry™**  
*Your wireless link to Outlook®*

## PRODUCT FEATURES

### Stay connected, wherever you go

If you're like most of us, you rely on Outlook for your e-mail, your daily calendar, your address book and more.

But when you're away from your desk, you're out of touch. You don't know if a meeting has been rescheduled, or if an important e-mail has arrived.

Symmetry lets you stay in touch.

### Symmetry.

#### Your wireless link to Outlook.

Symmetry is software that runs on your PC. With Symmetry, you're wirelessly connected with your personal Outlook information wherever you go, via your existing wireless messaging device (pager, digital mobile phone, PDA, etc.).

- ) overview
- ) e-mail
- ) calendar
- ) reminders
- ) task list
- ) address book
- ) special features
- ) device commands



Page 635

# 1 WHAT IS SYMMETRY?

Symmetry™, an innovative software product developed by Infowave Software Inc., quickly and easily extends Microsoft Outlook® to virtually any wireless device. This software blends:

- Infowave's expertise in keeping the mobile professional connected with corporate data.
- Glenayre Technologies Inc.'s leadership in wireless data devices and networks, unified messaging, and enhanced services.

Infowave owns and supports Symmetry. Glenayre is a distribution channel for the Symmetry product to the paging market.

## What does Symmetry do?

Symmetry software runs on your PC and allows your wireless device - one-way or two-way pager, PCS or GSM cell phone, or personal digital assistant - to access information from your desktop Microsoft Outlook.

## What does Symmetry do for you?

You can set up Symmetry to automatically forward e-mail, calendar summaries, schedule changes, meeting reminders, and task lists from Outlook to your wireless device. If you can send e-mail from your device, you can send a request to your PC for specific types of Outlook information, such as contact information from your Outlook address book. You maintain access to key, real-time desktop information while working away from your desk - without having to find a phone jack.

## Is it easy to use?

Once Symmetry is set up, it runs unobtrusively in the background, monitoring Outlook activity and managing all the wireless communication with your device.

As you're leaving the office, you can enable Symmetry's automatic forwarding feature with two quick clicks of your mouse. If you forget to enable forwarding before you leave - and if you have a two-way device that can send e-mail - you can enable (or disable) automatic forwarding remotely.

When you're back at your desk, another two clicks disables automatic forwarding to save airtime.

636 - Symmetry USER GUIDE

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## Revisions

This document is written and published by Infowave Software, Inc. in Burnaby, B.C. Every precaution has been taken to ensure its accuracy, but if you find an error, please contact us.

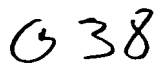
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Canada V5C 5T5

Tel:	(604) 473-3700
Fax:	(604) 473-3699
Website:	<a href="http://www.infowave.com">http://www.infowave.com</a>

637 - Symmetry User Guide



# AGENT

**Order and download Symmetry for only \$19.95\***

PageNet and Glenayre.net are pleased to offer you Symmetry software. Symmetry is PC software that wirelessly connects your PageNet messaging device to Microsoft Outlook e-mail, calendar, task list, address books, and contacts.

For only \$19.95, Symmetry will enhance your wireless messaging service to give you continuous access to your Outlook information, using your PageNet device.

Symmetry is pre-configured for your PageNet messaging service. When installing Symmetry, you will be asked to select a device type according to your messaging service. Use the following table to determine which messaging service applies for your device:

<b>Messaging Service</b>	<b>Devices in this messaging service:</b>
Two-Way Plus	PageWriter 2000x, P935, Talkabout T-900, AccessLink II
Two-Way	PageWriter 2000x, AccessLink II
SurePage Plus	AccessMate, PF1500
SurePage	AccessMate, PF 1500
Alphanumeric Service	All one-way Text messaging pagers

**If you do not find your current device or service listed, please contact PageNet customer service for details on how to upgrade your service and take advantage of this exciting tool.**

For PageNet customer service, send an email to: [pn\\_2way\\_support@pagenet.com](mailto:pn_2way_support@pagenet.com). For additional information on PageNet Services, visit us at [www.pagenet.com](http://www.pagenet.com).

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**STEP 1 / 8**

**Please confirm that you wish to add the following item(s) to your shopping cart.**

Item	Quantity	List Price (ea.)
Symmetry for PageNet	<input type="text" value="1"/>	\$19.95 *

(( CANCEL )))

(( REVIEW CART )))

(( ADD TO CART )))

\* Price does not include discounts or tax.

[Privacy Statement](#)  
[Terms and Conditions](#)

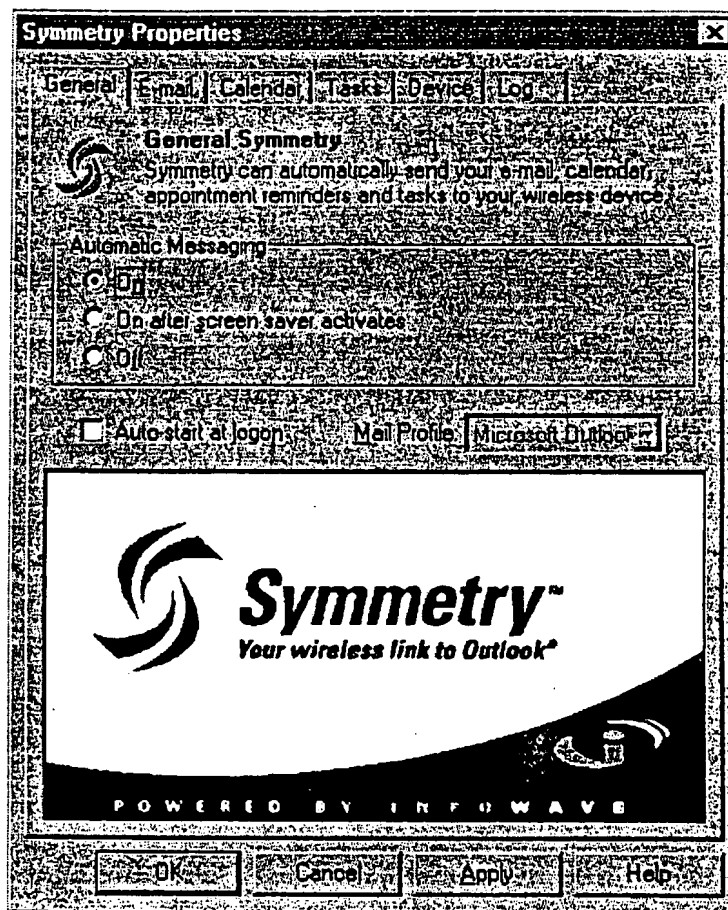


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To get to the General tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select General (Figure 8-1).

**Figure 8-1 The General Tab**



## Enabling and disabling automatic forwarding

Select one of the following options under Automatic Messaging:

- **On** - Manually enables forwarding.
- **On after screen saver activates** - Symmetry automatically enables forwarding when your screen saver launches itself.
- **Off** - Manually disables forwarding.

(You can also do this through the menu that appears when you right-click the Symmetry icon in the system tray - see *page 4*. If you have a two-way wireless e-mail device, you can do this remotely by sending your desktop computer an e-mail with **on** or **off** in the subject line- see *page 9*.)

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## Preventing Symmetry from automatically starting at logon

After you install Symmetry, it is set up to run automatically each time you start your PC.

---

**Note** If you use a laptop computer, you may not want Symmetry to run automatically each time you start your PC. Symmetry requires a continuous LAN connection to your Exchange server, which will not be available when running your laptop disconnected from the network; this can delay the startup of your laptop and cause Symmetry to report errors.

---

To prevent Symmetry from running automatically:

1. Open the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7).
2. Select the General Tab.
3. De-select the check box next to **Auto-start at logon**.

## Setting up your mail profile

1. Disable automatic forwarding.
2. Change the contents of your mail profile from Microsoft Outlook (for more information, see your Microsoft Outlook documentation).
3. Shut Symmetry down and restart it through the **Start** button.

# 9 E-MAIL TAB

Tell Symmetry which e-mail to forward by creating a set of rules in the Conditions fields. (These rules work much the same way as Microsoft Outlook rules that delete your unwanted e-mail before you see it.) Symmetry saves all the rules you create. If you want to disable a rule (rather than delete it), you can uncheck it. Symmetry uses only those rules that have check marks.

---

**Caution** Using both the Outlook Rules Wizard (also known as the "Inbox Assistant" and the "Out of Office Assistant" in various versions of Outlook) can have unpredictable results. You should use one or the other, but not both. Symmetry Rules are easier to use than Outlook Rules and allow you to run the screen saver feature.

---

If an e-mail meets all the conditions that you specify, Symmetry will forward all or part of it, depending on the options you have selected in your rules (see *page 16*). Symmetry will process the rules in order; if the first rule fails, it will process the second rule, and so on. If all the rules fail, Symmetry will not forward the e-mail.

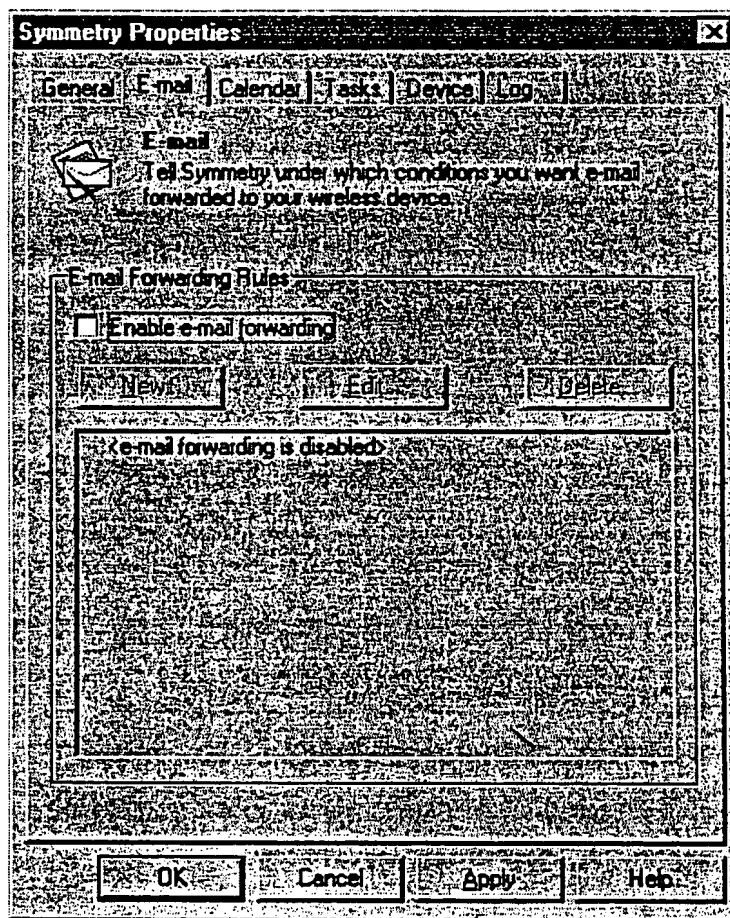
---

**Note** Symmetry does not send e-mail attachments or URLs to the wireless device.

---

To get to the E-mail tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select E-mail (*Figure 9-1*).

**Figure 9-1 E-mail Tab**



### Enabling automatic e-mail forwarding

1. Select the check box next to **Enable e-mail forwarding**.

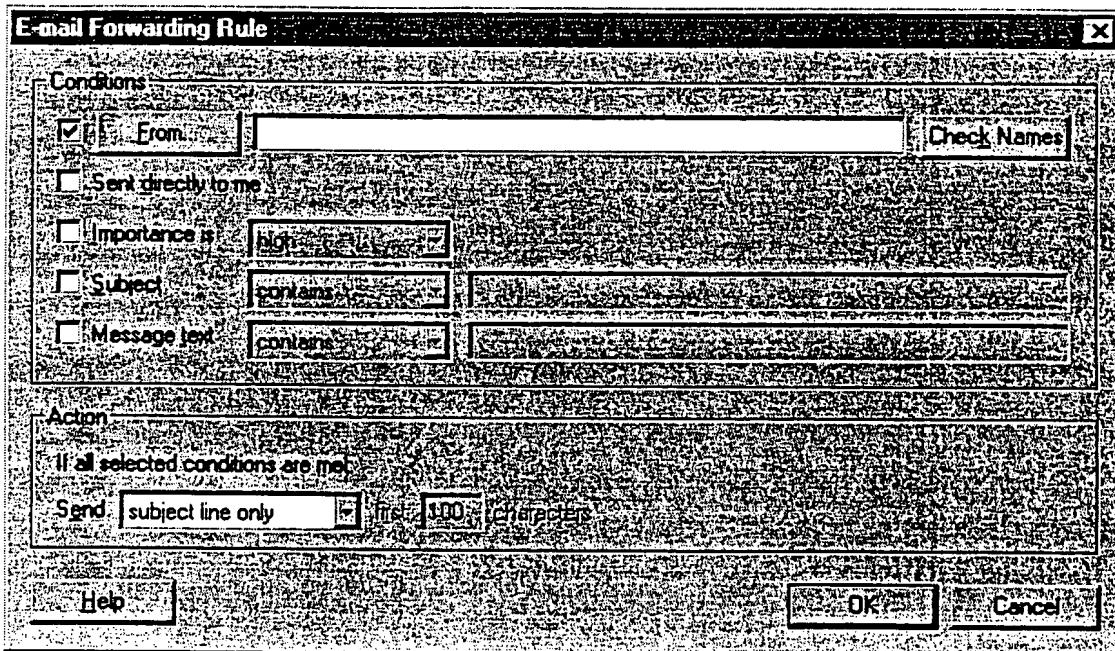
2. Click New to enter new rules or Edit to modify existing rules in the E-mail Forwarding Rule screen (see *Figure 9-2*).

**Note** If you do not enter rules or do not have any active rules, Symmetry will not forward your e-mail.

### Creating a new rule

1. Click the New button. The E-mail Forwarding Rules screen appears.

**Figure 9-2 E-mail Forwarding Rule Screen**



**E-mail Forwarding Rule**

**Conditions**

☒ From:

☐ Sent directly to me

☐ Importance is:

☐ Subject:

☐ Message text:

**Action**

If all selected conditions are met:

Send:  first  characters

2. Specify the **Conditions** under which an e-mail will be forwarded by selecting the check box next to any condition that you want to impose. You can select any or all of the following:

<b>From...</b>	<p>You can require that a certain person sent the e-mail or that one on a list of people sent it. Click the <b>From</b> button to open your address book and choose one or more people from there. The <b>Check Names</b> button helps you find e-mail addresses in your Outlook address books.</p> <p>You can also type names or e-mail addresses directly into the <b>From</b> field.</p>
<b>Sent directly to me</b>	<p>You can require that the e-mail was sent directly to you. If you check this box, Symmetry will not forward e-mail that was sent to you as a member of a mailing list.</p>
<b>Importance is</b>	<p>You can require that the e-mail comes with a certain level of importance. Choose the level from the drop list.</p>
<b>Subject</b>	<p>You can require that the subject of the e-mail contains (or does not contain) a certain phrase. Choose as appropriate from the drop list and type your phrase in the text box next to the drop list.</p>
<b>Message text</b>	<p>You can require that the body of the e-mail contains (or does not contain) a certain phrase. Choose as appropriate from the drop list and type your phrase in the text box next to the drop list.</p>

3. Specify the **Action** that Symmetry will take if all the selected conditions are met. Use the drop list to choose whether to receive the entire message or certain parts of it only.

Your wireless carrier may not support all these actions. If not, those restrictions will override Symmetry's actions.

Forwarding only part of the e-mail saves you airtime on your wireless e-mail device.

4. Click **OK** to return to the E-mail tab.

### Editing an existing rule

1. Select an e-mail forwarding rule from the E-mail tab.
2. Click the **Edit** button. The E-mail Forwarding Rule screen appears.
3. Change the **Conditions** or **Action** as needed, using the information in *Creating a new rule on page 16*.

### Temporarily disabling an existing rule

An existing rule is active if it has a check mark next to it. To temporarily disable the rule, clear the check box next to the rule by clicking it.

### Deleting an existing rule

1. Select an e-mail forwarding rule from the E-mail tab.
2. Click the Delete button.

## 10 CALENDAR TAB

Depending on the settings you make in the Calendar tab, Symmetry can automatically forward the following from your Outlook calendar to your wireless device:

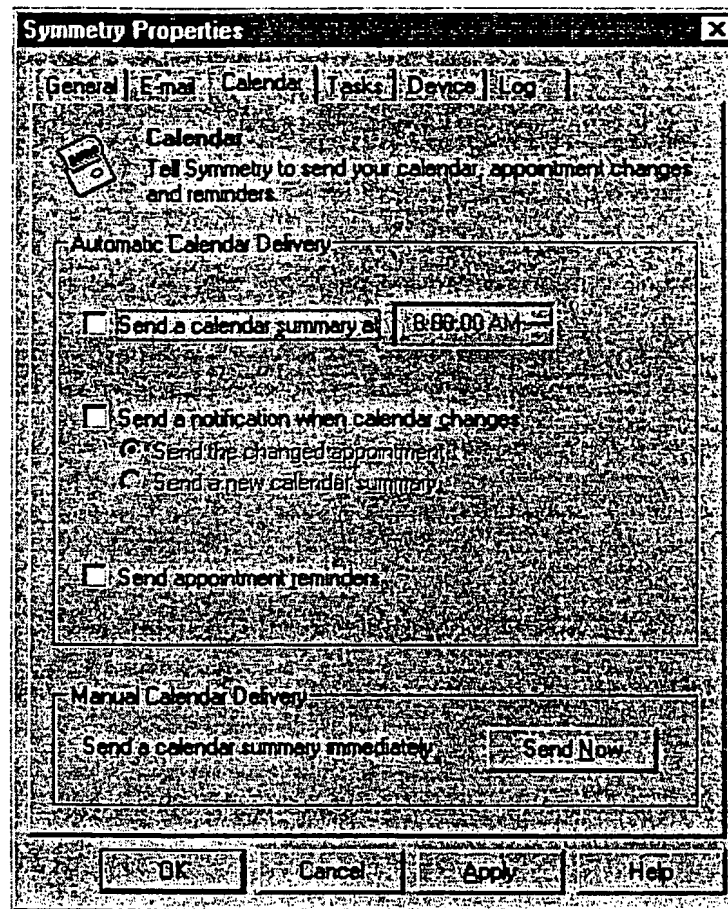
- A summary of the current day's calendar at a specific time each day.
- Immediate notification of any appointment changes (changes only or a new calendar summary).
- Appointment reminders (if Outlook is set up to remind you of appointments).

While you are sitting at your desk you can also use the Calendar tab to forward a copy of your schedule to your device immediately rather than at the scheduled time. (If you request this information remotely, it will also be forwarded immediately. See *page 9*.)

If your calendar is empty, Symmetry will not send a summary, thus saving you airtime on your wireless device.

To get to the Calendar tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select Calendar (*Figure 10-1*).

Figure 10-1 Calendar Tab



### Configuring the Calendar tab to send information automatically

Select the calendar delivery options you want. Your options are:

- Send a calendar summary at the time you select in the spin box.
- Send a notification when calendar changes:
  - Send the changed appointment
  - Send a new calendar summary
- Send appointment reminders

### Configuring the Calendar tab to send information manually

Click the Send Now button next to send a calendar summary immediately.

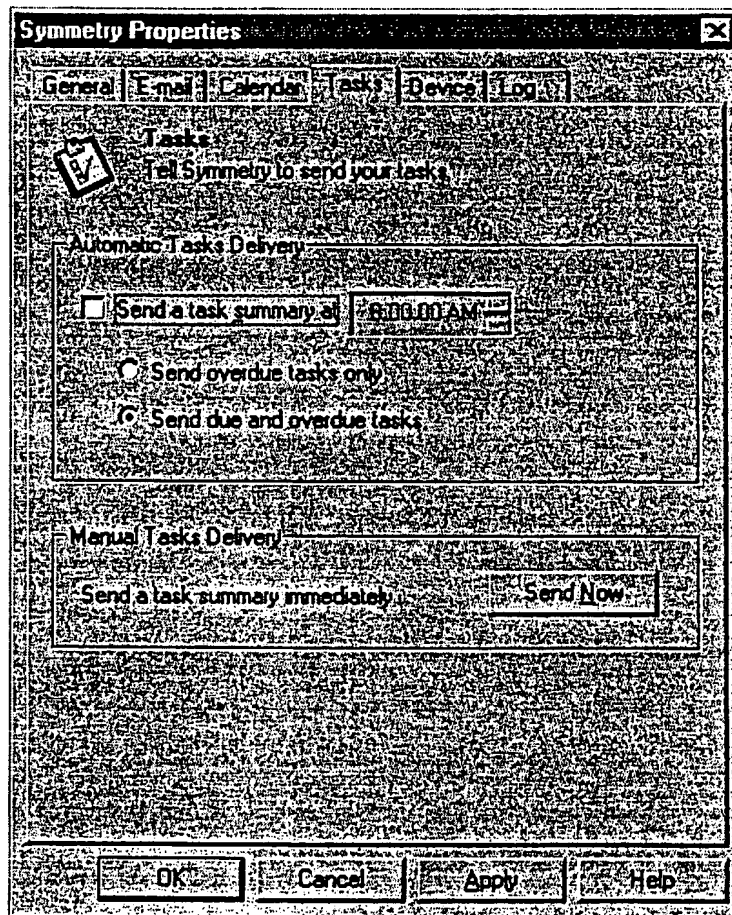
## 11 TASKS TAB

Microsoft Outlook maintains a task list for you. Symmetry can forward a summary of this list to your wireless device at a specific time each day. If you enable this option, you can select whether this summary includes overdue tasks only or both due and overdue tasks.

While you are sitting at your desk you can also use the Tasks tab to forward a copy of your tasks list to your device. (If you request this information remotely, it will also be forwarded immediately. See *page 8*.) If your tasks list is empty, Symmetry will not send a summary, thus saving you airtime on your wireless device.

To get to the Tasks tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings on page 7*) and select Tasks (*Figure 11-1*).

**Figure 11-1 Tasks Tab**





### Configuring the Tasks tab to send information automatically

If you want Symmetry to send you a summary of your Outlook Tasks list:

1. Select the check box next to **Send a task summary at**.
2. Use the spin box to select the time you want to receive the summary.
3. Choose between:
  - **Send overdue tasks only** (if you have a long tasks list, you may want to select this option to save airtime).
  - **Send due and overdue tasks**.

### Configuring the Tasks tab to send information manually

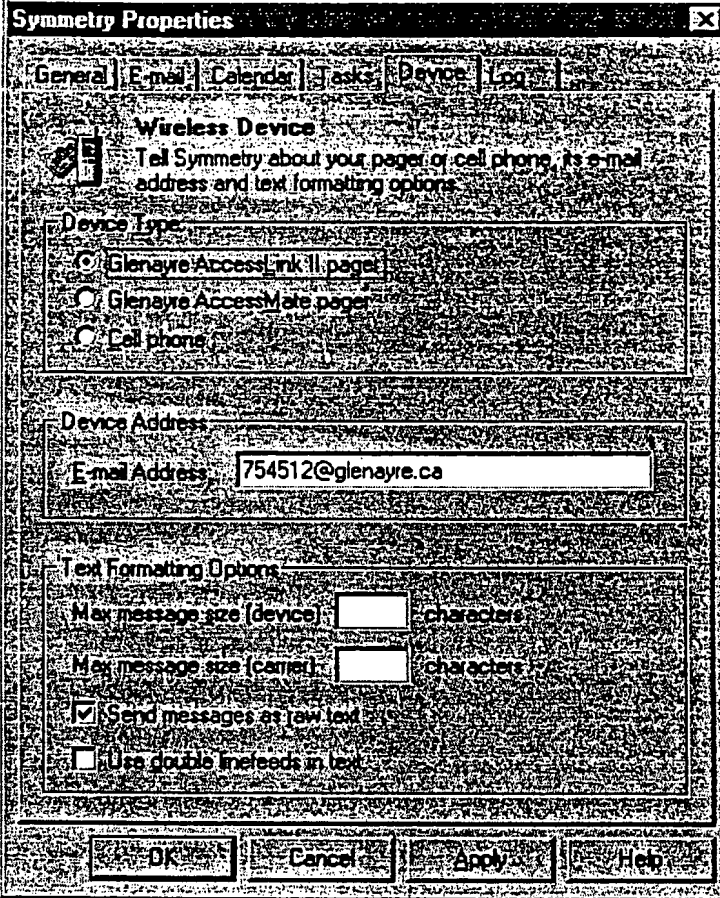
Click the **Send Now** button next to send a task summary immediately.

## 12 DEVICE TAB

Symmetry needs to know some technical details about your wireless e-mail device and your wireless carrier to correctly format the messages it forwards. To change the information that you entered when you first installed Symmetry, use the Device tab. The appearance of this tab may be different for various devices.

To get to the Device tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7) and select Device (Figure 12-1).

Figure 12-1 Device Tab



The image shows a screenshot of the 'Symmetry Properties' dialog box, specifically the 'Device' tab. The window has a title bar with 'Symmetry Properties' and a close button. Below the title bar are several tabs: 'General', 'E-mail', 'Calendar', 'Tasks', 'Device' (which is selected), and 'Log'. The 'Device' tab contains the following sections:

- Wireless Device:** A section with a small icon and the text 'Tell Symmetry about your pager or cell phone, its e-mail address and text formatting options.'
- Device Type:** A group box containing three radio buttons:
  - ☒ Glenayre AccessLink II pager
  - ☐ Glenayre AccessMate pager
  - ☐ Cell phone
- Device Address:** A text field containing '754512@glenayre.ca'.
- E-mail Address:** A text field containing '754512@glenayre.ca'.
- Text Formatting Options:** A group box containing:
  - Two text input fields for 'Max message size (device):' and 'Max message size (carrier):', both followed by 'characters'.
  - A checked checkbox labeled 'Send messages as raw text'.
  - An unchecked checkbox labeled 'Use double linefeeds in text'.
- Buttons:** At the bottom are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

## Configuring the Device tab

Change the following entries as needed. If your wireless carrier has preconfigured any of these options, they may not be visible.

Device Type	To correctly format the messages it sends to your device, Symmetry needs to know if it is a pager or cell phone.
Device Address	This is the e-mail address for your device. Symmetry will respond to remote commands from this address.
Text Formatting Options	<p>The size of the message that Symmetry forwards may be limited by your device or your wireless carrier. If so, enter the maximum number of characters that your device and/or carrier will support, and Symmetry will respect these limits by truncating messages as necessary.</p> <p>If your carrier supports raw text, you may want Symmetry to forward messages as raw text to save airtime.</p> <p>If you receive e-mails with bad line breaks, your wireless carrier may require that Symmetry send two line-feed characters at the end of each line.</p>

## 13 LOG TAB

Symmetry maintains a log of all the e-mail, calendars, appointment reminders, task lists, and address book searches it forwards to your wireless e-mail device. The log allows you to verify your wireless carrier's bill. You can review these statistics through the Log tab.

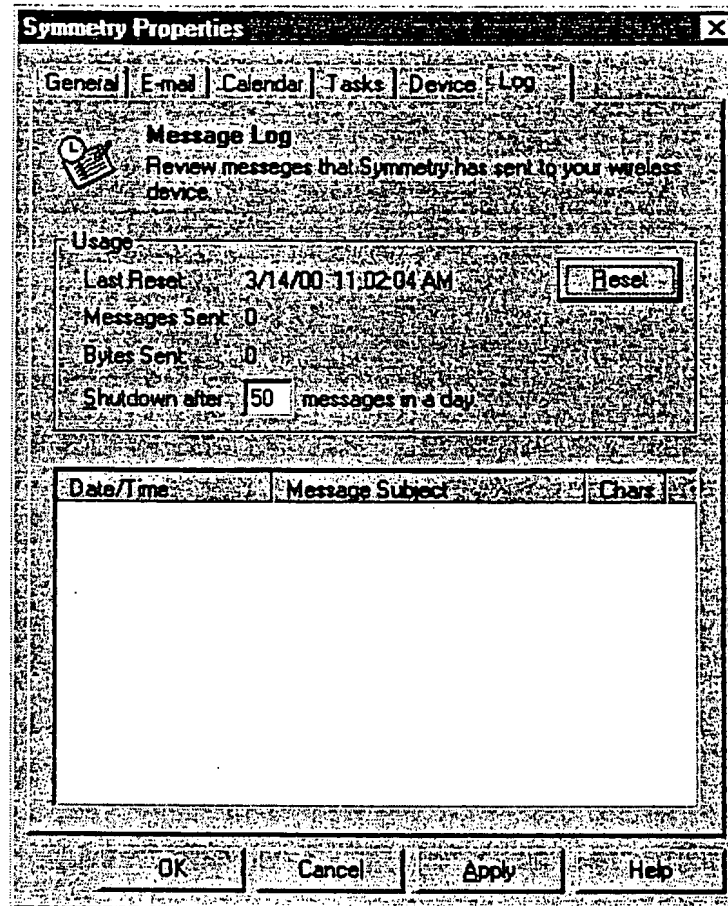
After sending a certain number of messages to your wireless device, as specified in the Shutdown after x messages a day setting (see *Figure 13-1 Log Tab*), Symmetry disables automatic forwarding and will not respond to remote commands. A large number of messages could indicate that you need to modify a forwarding rule; Symmetry disables itself to save you airtime while you analyze the cause for the heavy traffic volume.

You can turn automatic forwarding on again in the General tab or through the menu that appears when you right-click the Symmetry icon in the system tray. It will not restart automatically or remotely.

The Shutdown after x messages a day feature resets at midnight. You can manually reset the feature by shutting down Symmetry and then restarting it.

To get to the Log tab, open the Symmetry Properties window (see *Customizing Symmetry's Settings* on page 7) and select Log (Figure 13-1).

Figure 13-1 Log Tab



The screenshot shows the 'Symmetry Properties' dialog box with the 'Log' tab selected. The 'Message Log' section includes a description and a 'Usage' box with fields for 'Last Reset' (3/14/00 11:02:04 AM), 'Messages Sent' (0), 'Bytes Sent' (0), and 'Shutdown after' (50 messages in a day). A 'Reset' button is next to the 'Last Reset' field. Below this is a table with columns 'Date/Time', 'Message Subject', and 'Chars'. The table is currently empty. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Date/Time	Message Subject	Chars
-----------	-----------------	-------

## 14 QUICK REFERENCE

How to do this task	From your Desktop	Remotely
Run Symmetry manually	<ul style="list-style-type: none"> <li>Start button</li> <li>Icon on desktop or on Outlook tool bar</li> </ul>	
Run Symmetry automatically when you log on	Icon ► Symmetry Properties ► General ► Auto-start at logon	
Shut down Symmetry	Right-click icon in task bar and select <b>Shut Down</b>	
Manually enable forwarding	Icon ► Symmetry Properties ► General ► Automatic Messaging ► On	Send an e-mail from your device to your desktop PC e-mail address with <b>on</b> as the subject.
Manually disable forwarding	Icon ► Symmetry Properties ► General ► Automatic Messaging ► Off	Send an e-mail from your device to your desktop PC e-mail address with <b>off</b> as the subject.
Set up mail profile	Icon ► Symmetry Properties ► General ► Mail Profile	
Enable e-mail forwarding	<ul style="list-style-type: none"> <li>Icon ► Symmetry Properties ► E-mail ► Enable e-mail forwarding</li> <li>Set up e-mail forwarding rules (see next entry)</li> </ul>	
Create, edit, delete, or disable e-mail forwarding rules	Icon ► Symmetry Properties ► E-mail ► New/Edit/Delete ► Conditions ( <i>various</i> ) ► Action ► Send ( <i>various</i> )	
Automatically forward calendar summary	Icon ► Symmetry Properties ► Calendar ► Send calendar summary at	
Manually forward calendar summary (immediate delivery)	Icon ► Symmetry Properties ► Calendar ► Send now	Send your desktop PC an e-mail from your device with <b>c</b> as the subject.
Automatically forward calendar changes	Icon ► Symmetry Properties ► Calendar ► Send a notification when calendar changes	
Automatically forward appointment reminders	Icon ► Symmetry Properties ► Calendar ► Send appointment reminders	
Automatically forward tasks list	Icon ► Symmetry Properties ► Tasks ► Send a task summary at	
Manually forward tasks list (immediate delivery)	Icon ► Symmetry Properties ► Tasks ► Send now	Send your desktop PC an e-mail from your device with <b>t</b> as the subject.
Change information about wireless device	Icon ► Symmetry Properties ► Device ► Device Type/Device Address/Text Formatting Options	
Display usage statistics	Icon ► Symmetry Properties ► Log	
Forward contact information for <b>name</b> from Outlook address book		Send your desktop PC an e-mail from your device with <b>f name</b> as the subject.

## 15 TIPS FOR SAVING AIRTIME

Symmetry conserves airtime by not forwarding empty calendars or task lists at the scheduled time. It also automatically disables itself when a certain number of messages have been sent. If your review of the Log tab indicates that you have unnecessarily heavy traffic, you may want to consider revising some of your forwarding rules. Ways to minimize airtime when using Symmetry include:

- Disable automatic forwarding or use the "On after screen saver activates" feature while you are at your desk (see *General Tab* on page 12).
- Forward only part of your e-mail messages (see *step 3* on page 17).
- Configure Symmetry to send only overdue tasks if you have a long tasks list (see *Configuring the Tasks tab to send information automatically* on page 21).
- Configure Symmetry to send only calendar changes rather than an entire new summary (see *Configuring the Calendar tab to send information automatically* on page 19).
- Forward messages as raw text if your wireless carrier supports raw text (see *Text Formatting Options* on page 23).
- Make *f name* searches for contact information as specific as possible (see *Accessing Symmetry Remotely* on page 8).

If you would like more detailed instructions or troubleshooting advice, visit <http://www.getsymmetry.com>.

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Tel: (604) 473-3700  
Fax: (604) 473-3699  
Website: <http://www.infowave.com>

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**GLENAYRE™**

**Symmetry Home**

**Product Features**

- What is Symmetry?
- Feature Summary
- Unique Benefits

**Product Demos**

**What You Need**

**Order Online**

**Support**

**Contacts**

**My Download**





## Special features

### Screen Saver Activation

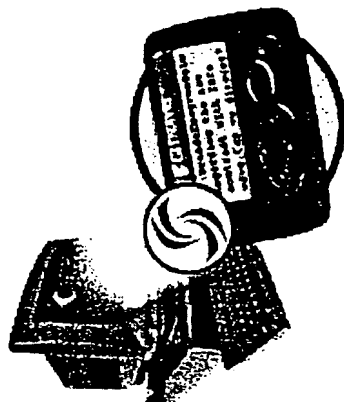
Many times, you're called away from your desk unexpectedly. To ensure you never miss a message, activate the Symmetry screen saver option and Symmetry will automatically turn on when your screen saver is activated. When you return to your desk, you can turn Symmetry off to save air time on your wireless device.

### Remote Control

Use your two-way interactive wireless device to turn Symmetry forwarding on or off. Request real-time calendar, task or contact information from your wireless device. See [device commands](#).

### Message Log

Symmetry maintains a log of all the e-mail, calendar, meeting reminders, tasks, and address book searches it has sent to your wireless device. The log allows you to verify your service invoice from your wireless device carrier. If your monthly wireless service invoice is based on a per message or character usage, we recommend that you monitor the Symmetry log on a daily basis when first using Symmetry (by accessing the Symmetry Properties Log tab). This will give you an indication of whether you need to refine your Symmetry forwarding rules to reduce the number of messages Symmetry is forwarding to your device. [Click here for tips to save airtime.](#)



- ) overview
- ) e-mail
- ) calendar
- ) reminders
- ) task list
- ) address book
- ) special features
- ) device commands



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Symmetry Home

Product Features

- What is Symmetry?
- Feature Summary
- Unique Benefits

Product Demos

What You Need

Order Online

Support

Contacts

My Download

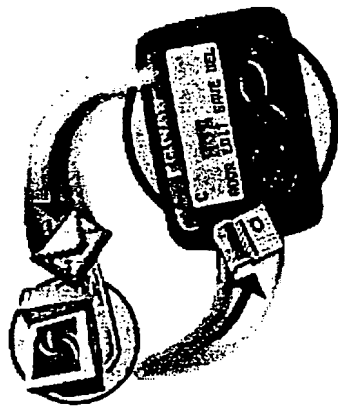


**Symmetry™**  
Your wireless link to Outlook®

## Device Commands

### Accessing Symmetry Remotely

If you have a two-way wireless device, you can control Symmetry from your wireless device and have real-time access to your Outlook information when you need it. From your two-way wireless device, send these commands as a message to your desktop e-mail address, and Symmetry will immediately forward the information to your wireless device:



### Device Command

#### What it does

- c Forward today's calendar
- t Forward today's task list
- f name Forward the address book or contact listing for "name"
- off Switch Symmetry off
- on Switch Symmetry on

\* For address book searches, you may enter the name in any form; first, last, first and last, or partial names

For contact record searches, you may enter the person's first or last name. If entering the person's full name, you must enter the name exactly how it appears in the contact file. For example, if the name is filed as "Smith, John" then the search name must be exactly entered as "f smith john" (including the comma and the

- ) overview
- ) e-mail
- ) calendar
- ) reminders
- ) task list
- ) address book
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do not, print (preceding the command and the  
space between the first and last name).



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## NotifyLink

Imagine a wireless solution that will **Link** to your email, **Link** to your contacts, **Link** to your tasks and calendar, and still clip to your hip.

**Not Possible? Welcome to NotifyLink! The Link You Have Been Waiting For!**

### What is NotifyLink?

**NotifyLink** is a family of software products that will provide users with wireless access to their email, calendar, contacts, tasks, and files while using a variety of wireless 2way devices.

**Which NotifyLink  
is Right for You?  
Click Here!**

**The NotifyLink family currently consists of the following three product categories:**

- Internet Edition
- Desktop Edition - Standard and Professional
- Enterprise Server Edition

**NotifyLink Internet Edition** is a hosted service designed for the individual who typically dials into their ISP to manage their email account. This service links users to their existing "Dial-Up" Internet email accounts, from a variety of wireless 2way devices.

**NotifyLink Desktop Edition - Standard and Professional** is a software application that is installed on your PC and onto your wireless device when applicable. These products are designed for personal computers with an "Always-On" connection to the Internet. The NotifyLink Desktop Edition provides synchronized, encrypted, wireless access to a business user's email, calendar, contacts, and files.

**Coming Soon... The Enterprise Edition!** The NotifyLink Enterprise Edition provides the same features as the Desktop Edition, however the Enterprise Edition operates on a centralized server and is designed for an environment where the Desktop Edition solution is not appropriate.

All NotifyLink software and services support a variety of 2way devices such as the Motorola Talkabout® T900, Motorola Timeport™ P935

The NotifyLink family of solutions provide consumers and business users with a convenient way to communicate and access important information in today's increasingly mobile world.

### NotifyLink is for Users Who Want:

- Mobile access to their "Dial-Up" business and personal email
- Mobile access to their "Always-On" business and personal email
- Mobile access to their calendar, contacts, tasks, and files



## **Internet Edition**

**Stop Logging-on and checking multiple email accounts.  
Just clip it to your hip... And your existing email will find you.**

**Not Possible? Welcome to NotifyLink!**

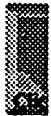
### **Internet Edition**

**The NotifyLink Internet Edition-Standard Version** hosted service provides users with a convenient way to interact with their email wirelessly, while they are mobile.

Now, users may read, compose, reply, forward, and delete messages from their wireless 2way device, while maintaining their existing email addresses and mailboxes. Users may also control which email messages are forwarded to their 2way device by setting email filters that monitor key words found in an email subject or body as well as filtering based on the sender's email address.

NotifyLink Internet Edition-Standard Version is a hosted service designed for the individual who typically dials into their ISP to manage their email account. This service links users to their existing "Dial-Up" Internet email accounts, from a variety of wireless 2way devices.

**For Documentation & More Information...**



### **Features of Internet Edition**

- Remote Access for existing "Dial-Up" Internet email accounts (up to six)
- Hosted Service for mobile email notification and management
- Eliminate the inconvenience of a separate mobile email address using existing email accounts
- Compose, Read, Reply to, Forward, and Delete email while mobile from multiple 2way devices
- Check for new email on demand
- Emails Sent from Your 2way Device Will be Copied to Your Inbox
- Compatible With Many ISPs & Email Providers Including AOL, Yahoo, AT&T Worldnet, Earthlink, Hot
- Powerful filtering lets you control which email is forwarded to your 2way device
- Easily customize the size and appearance of the email forwarded to your 2way device
- Checks for new email hourly
- Web Based User Interface for registration and configuration

### **Supported Devices**

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagerwriter® 2000x 2way

**For Details on Supported Devices...**







## **Desktop Edition Standard & Professional**

*No one would ever know you responded to all your emails,  
managed your tasks, and closed the deal, all from the back-9*

*Not Possible? Welcome to NotifyLink!*

### **Desktop Edition**

*The NotifyLink Desktop Edition—Standard and Professional*, offer users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

*The NotifyLink Desktop Edition—Standard and Professional*, enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.

*NotifyLink Desktop Edition—Standard and Professional*, software has been designed for a Windows-based PC that has an "Always-On" connection to the Internet.

These desktop packages support the following PC operating environments, Windows 9x, NT, 2000, ME. The packages also support the following popular email applications, Outlook 97, Outlook 98, Outlook 2000, Outlook Express 4.0 or higher, Netscape Messenger, Eudora Lite and Pro.

**For Documentation & More Information...**



### **Features**

## **Desktop Standard**

- Remote Access to your existing desktop email accounts (up to six)
- Eliminate the inconvenience of a separate mobile email address
- Compose, Read, Reply to, Forward, and Delete email while mobile from multiple 2way devices\*
- Easily customize the size, appearance, and content of emails forwarded to your 2way device
- Powerful filtering lets you control which email is forwarded to your 2way device
- Supports a variety of email commands
- Supports Outlook, Outlook Express, Netscape, Eudora
- Synchronizes with your PC email wirelessly
- Designed for the "Always-On" PC running Windows 95, 98, 2000, ME, NT, etc.
- Supports secure, end-to-end, encryption when used with the Motorola Timeport™ P935
- Software Installed on your PC and specific 2way devices

## **Desktop Professional**

- Remote Access to your existing desktop email accounts (up to six)
- Eliminate the inconvenience of a separate mobile email address
- Compose, Read, Reply to, Forward, and Delete email while mobile from multiple 2way devices\*
- Easily customize the size, appearance, and content of emails forwarded to your 2way device
- Powerful filtering lets you control which email is forwarded to your 2way device
- Supports a variety of email commands
- Supports Outlook, Outlook Express, Netscape, Eudora
- Synchronizes with your PC email wirelessly
- Designed for the "Always-On" PC running Windows 95, 98, 2000, ME, NT, etc.
- Supports secure, end-to-end, encryption when used with the Motorola Timeport™ P935
- Software Installed on your PC and specific 2way devices
- Remote Access and Management of your Desktop Calendar, Contacts, Tasks, and Files
- Synchronizes with your PC email, Calendar, Contacts, and Tasks
- Mobile File Management and File Commands

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## **Supported Devices**

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagemaster® 2000x 2way

**For Details on Supported Devices...**

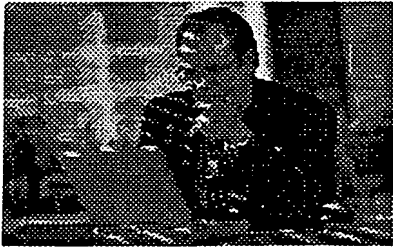
**Note: NotifyLink Desktop  
Edition-Standard and  
Professional Version is branded  
under the name: Motorola MyMail**

MOTOROLA

MYMAIL

[www.motorola.com](http://www.motorola.com)

## *Enterprise Edition*



*When you are away from your desk, maintain secure synchronous access to your email, calendar, contacts, tasks, and files.*

*Not Possible? Welcome to NotifyLink!*

### *Enterprise Edition... Coming Soon!*

**NotifyLink Enterprise Edition** offers the corporate user with a virtual real-time wireless connection to their corporate desktop based critical data: email, calendar, contacts, tasks, files.

Today, corporations need an effective way to connect to their increasingly mobile workforce: outside sales representatives, telecommuters, traveling executives, evening-at-home workers, etc. This need creates a challenge linking the corporate individual to their corporate email, calendar, contacts, other task-management applications, and critical files that reside on their corporate server, or on the user's desktop PC. With the **NotifyLink Enterprise Edition**, corporations will easily link to their mobile workforce via a variety of 2way ReFLEX devices

As companies face the challenges of providing mobile and wireless access to critical business applications and data, Notify Technology has designed the **NotifyLink Enterprise Edition** solution, as an easy to install extension, to an existing corporate Microsoft Exchange or Lotus Domino groupware solution.

**NotifyLink Enterprise Edition** has been designed for corporations that need a secure centralized solution for wireless access and management of critical business data for their mobile users.

The **NotifyLink Enterprise Edition** solution will support secure access from the most popular mobile devices—including PDAs, and 2way devices across a variety of networks, including ReFLEX 25 and 50, GPRS, CDMA and CDPD.

*For Documentation & More Information...*



### *Supported Devices*

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagewriter® 2000x 2way

*For Details on Supported Devices...*



## Partners Program

The following is a Directory of Links to Wireless and Paging Service Providers and product resellers that are compatible with the NotifyLink Service.

**Please Note:** NotifyLink will be branded under another name based upon carrier.

If you are interested in purchasing a 2way Device, or Sign-up for wireless services, simply find the listing below, click on the appropriate box and you will link directly to that company's website.

### Just Click & Go



<http://www.motorola.com>  
Click Here to link directly with  
The Motorola store.

*Note: NotifyLink Desktop Edition-  
Standard and Professional is branded  
under the name: Motorola MyMail*

MOTOROLA



<http://www.arch.com>  
Click Here to order Arch  
Wireless Products and Services



<http://www.metrocall.com>  
Click Here to order Metrocall  
Wireless Products and Services



<http://www.pagenet.ca>  
Click Here to order PAGENET  
Canada Products and Services



<http://www.skytel.com>  
Click Here to order Skytel  
Wireless Products and Services



<http://www.verizon.com>  
Click Here to order Verizon Wireless  
Products and Services



<http://www.weblinkwireless.com>  
Click Here to order Weblink  
Wireless Products and Services



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**For Questions or  
Additional Information**



**Notify Technology**  
1054 South De Anza Blvd, Suite 105  
San Jose, California 95129 Fax 408.996.7405  
[sales@notifycorp.com](mailto:sales@notifycorp.com)

## NotifyLink Supported Devices

NotifyLink Supports the following  
Reflex Devices.  
Each of which gives you're the  
freedom to roam anywhere and still  
stay in touch.

Click on a device below, to find out  
more about how NotifyLink works  
with that device.

To Buy one of these devices please  
go to our "How to Buy Directory" to  
link directly to each carrier.

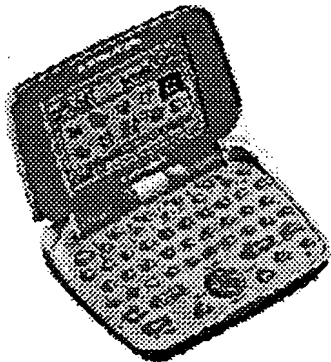
With NotifyLink  
"In Touch Technology"  
Just Clip It to Your Hip

Click the Image Below For more Details:



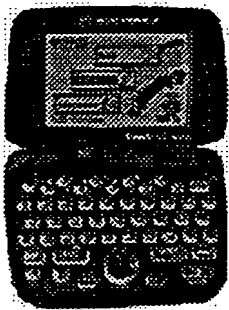
**Talkabout® T900 2w**

Click the Image Below For more Details:



**Timeport™ P935 PIC**

Click the Image Below For more Details:



**PageWriter® 2000x 2v**

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**Contact Us!**  
For Questions or  
Additional Information



Notify Technology  
1054 South De Anza Blvd, Suite 105  
San Jose, California 95129 Fax 408.996.7405  
sales@notifycorp.com



## About Notify Technology

Notify Technology Corporation was incorporated in the State of California in August 1994. We are innovative communications application service provider of wireless and wireline messaging services. also a supplier of innovative call and message notification products and services and currently sell our products through OEM relationships with major telephone companies, telephone equipment distrib Internet service providers and two-way wireless service providers.

The Company was founded to create better methods and technologies for notification in the telepho marketplace. Notify was first known for its Voice Mail visual notification products when automated detection technology was first approved for use by the FCC. Notify went on to invent and patent its Multi-Sensing technology allowing universal notification detection still required today. In early 1999 Notify launched its caller-ID product line that earned it several CES Innovation Awards. Notify's pr over the years have enhanced telephone services offering such as Voice Mail, Caller ID, Call Waiting, Calling and Call Waiting-Caller ID. The year 2000 saw the introduction of email notification produc wireline telephones where the user could be notified of new email messages including the sender and without going on-line.

Late in 1999, Notify began to design a wireless software architecture that would become the basis of i NotifyLink product family. The goal was to develop a solution for the paging carriers to help transit large portion of their 30 million one-way paging subscribers to two-way messaging subscribers. The carriers have created a 2-way network that spans from Canada to Mexico. Notify has created a produ allows users to receive, reply, forward and erase email sent to users regular email accounts via their w device.

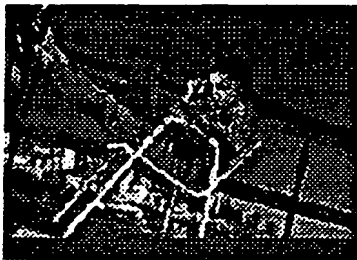
Notify continues to provide products that provide greater access to services being offered by telepho companies and wireless carriers.

**Contact Us!**  
For Questions Or  
Additional Information



Notify Technology  
1054 South De Anza Blvd, Suite 105  
San Jose, California 95129 Fax 408.996.7405  
[sales@notifycorp.com](mailto:sales@notifycorp.com)










## ***Documentation & Detailed Information***








*The following is a list of detailed information  
about each NotifyLink Product Edition.*

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### ***Internet Edition***

-  [NotifyLink Frequently Asked Questions](#)
  -  [Internet Edition User's Guide](#)
  -  [Quick Reference Guide to Features](#)
  -  [NotifyLink Feature Comparison](#)
  -  [Internet Edition Data Sheet](#)
- 

### ***Desktop Edition—Standard***

-  [NotifyLink Frequently Asked Questions](#)
  -  [Desktop Edition-Standard Version User's Guide Talkabout® T900](#)
  -  [Desktop Edition-Standard Version User's Guide Timeport™ / Pagewriter](#)
  -  [Quick Reference Guide to Features](#)
  -  [NotifyLink Feature Comparison](#)
  -  [Desktop Edition-Standard Version Data Sheet](#)
  -  [Desktop Edition-Standard & Professional Version White Paper](#)
- 

### ***Desktop Edition—Professional***

-  [NotifyLink Frequently Asked Questions](#)
  -  [Desktop Edition-Professional Version User's Guide Talkabout® T900](#)
  -  [Desktop Edition-Professional Version User's Guide Timeport™ / Pagewriter](#)
  -  [Quick Reference Guide to Features](#)
  -  [NotifyLink Feature Comparison](#)
  -  [Desktop Edition-Professional Version Data Sheet](#)
  -  [Desktop Edition-Standard & Professional Version White Paper](#)
-



# NotifyLink Standard Internet Edition

- Home ■
- Create New Email Profile ■
- Manage My Email Profile ■
- Help ■
- Learn More ■
- Command Quick Reference ■

• Help

## Glossary of Terms

View the NotifyLink [Glossary of Terms](#).

## Troubleshooting

View the NotifyLink [Troubleshooting Guide](#).

## Frequently Asked Questions

1. [What is NotifyLink?](#)
2. [Why should I use NotifyLink?](#)
3. [What is the main functionality of NotifyLink?](#)
4. [Why do I need to use NotifyLink when my wireless device can receive email?](#)
5. [Does NotifyLink work with other wireless devices?](#)
6. [Which email systems does NotifyLink software support?](#)
7. [Can I keep my existing email account?](#)
8. [Can I still check my email messages from the Web?](#)
9. [Can I still send email using my wireless device's unique PIN based email account?](#)
10. [What email operations can I perform?](#)
11. [Can I view email attachments on my wireless 2-way messaging device?](#)
12. [What email addresses will messages sent from my wireless 2-way messaging device use?](#)
13. [Can I send attachments using my wireless 2-way messaging device?](#)
14. [Can I keep copies of the messages I send?](#)
15. [What does a typical NotifyLink Notification consist of?](#)
16. [Do I get all of each message, or just part of it?](#)
17. [I'm worried about incurring excessive airtime charges. Can I filter the messages that I receive on my wireless device?](#)
18. [What is the difference between a Block and a Filter?](#)
19. [Is it possible to receive a virus on my wireless 2-way messaging device?](#)
20. [What are the software and hardware requirements for NotifyLink software?](#)
21. [Does my computer need to be running for NotifyLink to work?](#)

### What is NotifyLink?

NotifyLink is a network application that acts like a remote control for your internet email, giving you the freedom to manage your messages from any location. NotifyLink is powered 2-way wireless network, which integrates with your internet email application to handle the routing of your email messages to your 2-way.

Designed to work with both corporate and personal email systems, NotifyLink, enables you to perform various functions, such as compose, read, reply to, and forward email messages using your 2-way. NotifyLink allows you to react quickly. Messages are forwarded to your 2-way as frequently as once an hour.

Replies can be sent from your 2-way with your internet email address just as if they were sent from your web-based email application - eliminating the confusion of separate internet and mobile email addresses. Using a single email address, you can receive email messages both in your internet mailbox and on your 2-way.

With NotifyLink, you decide which messages you want to see. To help reduce your airtime costs, you can filter which messages are sent to your 2-way. You can even control how much of an email message is sent. If you want to see more of a message, you can request additional text or you can wait until you login to your email account to read the entire message.

An advantage NotifyLink has over other wireless email applications is that it provides you with a copy of the messages you send on your internet email server. Handling attachments is also a snap. NotifyLink will advise you of the name of any attached files when you receive an email message. You can forward the message including the attachment from your 2-way.

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#### **Why should I use NotifyLink?**

NotifyLink enables people on the go to make the most of their most precious resource: time.

- Keeps you in touch with friends, family and co-workers while you are on the go.
- Extends the power of your email to your 2-way.
- Offers economical and simple-to-use wireless email extension.
- No need for both office and remote email addresses.
- No need for a bulky laptop computer, if all you are going to use it for is remote access to your email.
- Enhances the value of your wireless 2-way messaging device.

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#### **What is the main functionality of NotifyLink?**

NotifyLink This allows you to keep up with your email account while away from your computer, keeping you in touch with friends, family and co-workers.

[Top](#)

#### **Why do I need to use NotifyLink when my wireless device can receive email?**

With NotifyLink, you can send and receive email messages using your existing email address.

[Top](#)

#### **Does NotifyLink work with other wireless devices?**

NotifyLink works with a variety of wireless 2-way messaging devices, including Motorola®'s T900, Timeport, and Pagerwriter 2000x.

[Top](#)

#### **Which email systems does NotifyLink software support?**

NotifyLink will support all POP3 and IMAP web-based email applications, as well as AOL. Your email server must be unencrypted and not reside behind a firewall.

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**Can I keep my existing email account?**

Yes. With NotifyLink you can keep your existing email account, and with the convenience of a single email address, people always know exactly how to reach you, plus you get the freedom to manage your email from any location.

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**Can I still check my email messages from my computer?**

Yes, you can. All of your email messages will remain in your email account until you delete them yourself.

[Top](#)

**Can I still send email using my wireless device's unique PIN based email account?**

Yes. NotifyLink customers can easily send and receive email messages directly using their wireless device's unique email address.

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**What email operations can I perform?**

You can originate, receive, reply to, and forward your business and personal email messages directly from your 2-way messaging device, as if you sitting at your own office desk or home computer. (Note: Some operations may be device-dependent.)

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**What email addresses will messages sent from my wireless 2-way messaging device use?**

Using the EMAIL command within NotifyLink, messages that are sent from your wireless device will use your normal business or personal email address. You decide which one to use and when to use it.

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**Can I view email attachments on my wireless 2-way messaging device?**

No, you cannot actually view the attachments; however, you can configure NotifyLink to advise you of the number or name of attachments on your email messages, as well as the size of the attachments. You can also forward messages with attachments to another person to handle, or you can wait until you return to your computer to open and review the attachment.

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**Can I send attachments using my wireless 2-way messaging device?**

You can forward email messages that you received that have attachments.

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**Can I keep copies of the messages I send?**

Yes. Copies of messages will be sent to your normal business or personal email boxes. You can enable/disable this feature within General Preferences/Advanced Features.

[Top](#)

**What does a typical NotifyLink Notification consist of?**

Typically, the notification will include the sender, subject, size, date and time, and if there are attachments, the name and size of each attachment. The notification can be customized to meet your needs.

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**Do I get all of each message, or just part of it?**

You decide how much of the message you want to receive. You can receive only the first 100 characters of a message, or the entire body up to 500 characters. If after you have received the first 100 characters of a message you want to see more, you can request an additional 500 characters. You can continue to request the rest of the email in 500 character increments.

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**I'm worried about incurring excessive airtime charges. Can I filter the messages that I receive on my wireless device?**

Yes. The NotifyLink message filtering capability allows you to control which messages are sent to your wireless device. You can set specific criteria to define which messages you want to block or set criteria for those messages that you want to receive.

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**What is the difference between a Block and a Filter?**

When you want to prevent messages from being sent to you from a specific email address, you may apply a **block** from your wireless device. Once you have received an email message, you can apply the block to the email address, and no further messages originated from that email address will be sent to your wireless device. A block can **ONLY** be applied from your wireless device. A block will take precedence over any filters that you may have in place.

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**Is it possible to receive a virus on my wireless 2-way messaging device?**

Network professionals have verified that viruses can only be damaging to a system if an attachment is opened. Since attachments can't be opened directly from your wireless 2-way messaging device, no threat is posed at this time. (Source: Avert Labs for Network Associates.)

[Top](#)

**What are the software and hardware requirements for NotifyLink software?**

NotifyLink software requires the following:

- Registration at the NotifyLink website if you have an Intermittently Accessed email account in which your email messages are stored on the server until you download them to your desktop computer.
- 2-way device.

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**Does my computer need to be running for NotifyLink to work?**

No. If you are using NotifyLink's web-based application, your computer does not need to be on and running in order for you to receive notifications on your wireless 2-way.

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# NotifyLink Standard Internet Edition

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- Manage My Email Profile ■
- Help ■
- Learn More ■
- Command Quick Reference ■

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## NotifyLink User Guide

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- [Creating a New Email Profile](#)
- [How to Modify an Email Profile](#)
- [Edit General Preferences](#)
- [Initiating Emails from your Wireless Device](#)
- [Send Carbon Copy to Myself](#)
- [Email Groups](#)
- [Blocks and Filters](#)
- [How to Manage Messages Remotely](#)
- [Sending a New Message](#)
- [Email Tags](#)
- [Forward an Email](#)
- [Commands for managing your NotifyLink or email account](#)

### How to Access the Site

In order to sign up for the service, please go to <http://weblinkwireless.notify.net> to access the WebLink Wireless NotifyLink site.

### How to Sign Up

The first screen you will see on the site is the Home page. From this screen you will have the option to:

- **Create a New Email Profile**
- **Manage an Existing Profile**
- **Request Help**
- **Learn More about the service**
- **View the Command Quick Reference**

[Top](#)

### Creating a New Email Profile

To create a new email profile, follow these easy steps:

Click on Create New Email Profile.

1. To verify the **Service Activation**, enter the Device Phone Number to verify your NotifyLink has been activated. \*Note: Fields in Bold indicate required

- fields. (Also, at any time, you can click on Help for more information).  
Click Go!
2. Complete **Personal Information** screen. On this screen you will create a password to use when logging into your Remote email Manager account.  
Click Go!
  3. Next, Complete the **Password for Manage My Profile** screen. Click Go!
  4. From here we move to the **Mailbox Setup** screen. On this screen you will enter information about the email account you want to connect with your T900. Complete this screen by following these steps:

- Enter your full email address (ex. username@myemailaccount.com)
- Enter your current email account password
- Choose a name for this mailbox. This name will be used to assist you in distinguishing from which of your mailboxes a notification was generated.
- If you have set up all of the mailboxes you desire to attach to the service, click Finish. To add another mailbox to the service, click New Mailbox.

After clicking Finish, NotifyLink will verify the email information. If all of the information is properly verified, you will receive a confirmation screen indicating you have successfully created a NotifyLink account.

In the event that an error was found in the information you have provided, the following error will appear on the page: ***"The following error(s) occurred while processing your submission: Please check your Email Address and/or Password, as we were not able to verify that account."***

- Check the appropriate box in the next section
- The above is my correct email address and password.
- The above is my correct email address and password, but I use a different username to check my email. My username is:
- The above email address is an alias for my real email address and will be used as the reply as address when sending notifications. My real email address is:
- I'm not sure of my username and/or password. Please allow me to continue with the signup process and a customer support representative will assist me in filling this in at a later time.

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## How to Modify an Email Profile

The Manage My Email Profile function will allow you to:

- **Edit General Preferences**
- **Edit a Specific Mailbox**
- **Create a new Mailbox**

To Access the Manage My Email Profile function, go directly to the website at <http://weblinkwireless.notify.net> or go to [www.weblinkwireless.com](http://www.weblinkwireless.com) and follow the instructions as given in the "How to Access the NotifyLink Site" section above.

Enter your Device Phone Number and Manage My Profile Password on the Manage My Email Profile Login Screen, and click the Log in button.  
If you have forgotten your Manage My Profile password:



- Click on the link
- Enter your Device Phone Number
- Provide the answer to the Hint Question that you provided in the Sign Up process.
- Your password will be emailed to your email account shortly.

The next screen to appear is the Online Account Manager screen, from here you can select from the above mentioned account management options.

- **Account settings:** Any changes made here will affect your entire account. If you have 6 different mailboxes setup on the account, all 6 mailboxes will be affected by any changes to the Account settings.
- **Mailbox specific settings:** Changes made in this area will only affect the specified mailbox. If you have 6 mailboxes setup on the account and you make a mailbox specific change for the Yahoo account, only the Yahoo account will be affected.

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## **Edit General Preferences**

On the main screen you can enable or disable your notification service. The change will occur after clicking the button Apply Changes.

From this screen you can also:

- **Edit your Personal Information** - the Personal Information screen allows you to update your personal information including contact name and phone number.
- **Edit your Password Information** - you can go into this screen to change your Manage My Profile password.
- **Edit the Email Check Times** - messages are checked for up to 12 times a day. In this screen you can specify when you want NotifyLink to check your email account for messages. The times are set in 30 minute increments. Specify the 30 minute increments you desire on this screen in another city on assignment. Change your time zone in this screen and continue to get your messages right on schedule.
- **View account Activity Log** - as you can see this screen simply lists every notification sent to your wireless device along with the number of characters in each message and the date and time of the message. You are also given the option to clear all items from this record by simply clicking the Clear Log button.
- **Define Advanced Features**

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## **Advanced Features**

### **Initiating Emails From Your Wireless Device**

Using WebLink's NotifyLink, you can initiate messages from your wireless device which appear as if they are from your email account. This feature is referred to as the EMAIL command. Follow these easy steps to use this powerful feature:

Load this address into your device address book: [nl@notify.net](mailto:nl@notify.net).

Format a message as follows:

- compose a message and type the word **EMAIL** and a space.
- Type **TO:** followed by an email address and a space. (for example, **TO: name@yahoo.com**)
- Type **BD:** followed by the message. (for example, **BD: this is my message.**)
- Example message: **"EMAIL TO: name@yahoo.com BD: this is my message"**
- Send the message to nl@notify.net

Our service will send the email to the email address you specified in the body of the message. In the example given above, an email will be sent to name@yahoo.com stating "this is my message". The From and Reply to address will appear as your Primary address.

Note: If you have multiple accounts set up in the service, you can change the Primary address by selecting the Mailbox Name from the dropdown list.

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### **Send Carbon Copy to Myself**

Anytime a message is originated from your wireless device, a copy will be sent to your mailbox. To deselect this feature:

- Uncheck the check the box and click on the Apply Changes button

### **Email Groups**

The email group function allows you to set up a group mail address to make it easier to send messages to multiple addresses. To create a new email group:

- Click the new button on the email group screen
- Enter the name of the group
- Select the size of the group
- Click the Create button
- Add the desired email addresses
- Click Add

Next comes the Edit email groups screen. This screen lists the addresses in the email group shown and gives you the option to add more addresses to the listed group or to delete address from the group. To delete an address from the email group:

- Highlight the address you want to remove
- Click Delete

After making desired corrections on this page, select Return to main Email Groups page. The email group you created will appear in the middle of the screen. To edit the email group, simply click on the group nickname and you will receive the Edit email groups screen.

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## **Blocks and Filters**

Besides turning notification off completely, there are two different ways of preventing notifications to your device. A block allows you to filter out a specific email address directly from your wireless device, while a filter can be set up ahead of time to either inclusively or exclusively filter out specific email messages.

### **View My Mobile Blocked List**

This screen allows you to view the list of addresses blocked from your device.

- Your mobile blocked list displays all email addresses that have been blocked from your wireless device.
- You have the ability to view who is currently in your blocked list, as well as the ability to remove addresses from the list.
- In order to block an address, you must issue the 'BLOCK' command in response to a message to your wireless device.
- All blocks take precedence over filters.

### **View My Message Filters**

Here we have the Filter Options screen. You can choose one of three methods for the administration of the filters specified.

- Filters Off - I want to be notified of all email.
- NOTIFY me when filter criteria are met (filters on).
- DO NOT NOTIFY me when filter criteria are met (filters on).

The current Filter list is displayed beneath the options listed above.

Filters can be Enabled, Disabled, or Deleted individually:

- To Enable a filter, place a check in the corresponding box under the Enabled field for the desired filter.
- To Disable a filter, simply remove the check from the corresponding box under the Enabled field for the desired filter.
- To Delete a filter, place a check in the box to the left of the filter name and click the Delete button.

### **To Create a New Filter:**

- Access the Filter Options screen
- Click New
- Complete the fields on the New Filter screen
- Enter a name for the filter
- Verify the filter option on this page is correct
- Indicate the keywords or addresses (Not all fields are required)
- Select whether you want to receive messages sent directly to you or copied to you
- Select the Importance and Sensitivity settings
- Click OK

Your new filter will show up in the Current filter list.

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## How to Manage Messages Remotely

Other great benefits of the NotifyLink include the ability to originate messages from your wireless device that appear to be from your email account and the ability to manage your email account remotely through your wireless device. This is accomplished by sending preset commands as replies to notifications sent to your wireless device.

There are generally two types of commands:

1. Those used to compose email messages
2. Those used for managing your NotifyLink service and/or your email.

### Commands used to compose email messages

Email messages can be composed as either a reply to a notification or as a new message sent to [nl@notify.net](mailto:nl@notify.net). These messages will appear to come from your email account instead of from your wireless device.

Messages must be composed as "tagged". Tagged messages provide you with more options such as Cc and Bcc. Tags are explained in more detail below.

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### Sending a new message

To send a new message, use the following format:

EMAIL <address> BD: body of the message

Send the message to [nl@notify.net](mailto:nl@notify.net)

Note : <address> can be either a group name or an email address.

### Email Tags

You can also attach any of the following tags to a new message:

- TO: <address>
- CC: <address>
- BCC: <address>
- SU: subject goes here
- RE: subject goes here
- BD: body of the message

Note: SU: and RE: mean the same thing

Here's an example of a new message with tags:

TO:<address> BD: body of the message

Tags may appear in any order and the first three tags can be repeated. To send the example to Friend1 with Friend2 and Friend3 Cc'd, the command can be written as follows:

CC: [friend1@isp.com](mailto:friend1@isp.com) BD: body of the message TO: [friend2@isp.com](mailto:friend2@isp.com) CC: [friend3@isp.com](mailto:friend3@isp.com)

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### **Sending Replies**

Replies can be sent in response to notifications received on your 2-way device. The EMAIL command is not needed in the case - the service will know you are just replying to an email. Here's an example of a reply:

SU: I am on the road. BD: Hi Friend. I received your email.

### **Forward**

Any email can be forwarded directly from your email account by replying to the notification with the FORWARD command.. A forward does not send the reply to the originator, only those explicitly listed.

To forward a message use the following format:

FORWARD TO:<address> BD: body of the message

Note: Both replies and forwards have the original message appended.

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### **Commands for managing your NotifyLink or email account**

The commands that can be executed in reply to a notification are:

- **ALL** - sends you as many additional characters of the body as will fit into one message as determined by network limits (currently 490 characters).
- **MORE** - sends you as many additional characters of the body as will fit into one notification of the size specified by you.
- **DELETE** - deletes the messages corresponding to the notification from the mail server.
- **BLOCK** - blocks the sending of notifications for future messages received from the sender of the current message.
- **FORWARD** - forwards an email message to a specified address.

The following commands do not apply to a specific notification and can be executed as either a reply to a notification or as a new message sent to [nl@notify.net](mailto:nl@notify.net):

- **EMAIL** - allows user to generate a masked message from their device.
- **CHECK** - forces a check for new mail in your accounts.
- **NOTIFY [ON / OFF]** - enables/disables the sending of notifications to your device.
- **UNBLOCK** - <address> removes a **BLOCK** for the given address.

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# NOTIFY

TECHNOLOGY



## Supported Devices

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagewriter® 2000x 2way

## Compatibility

### Requirements

- Internet Access via a PC for establishing & maintaining your NotifyLink account

### Email Provider

- Compatible With Many ISPs & Email Providers including AOL, Yahoo, AT&T Worldnet, Earthlink, Hotmail, etc. not behind a firewall

*The NotifyLink Internet Edition-Standard Version* hosted service provides users with a convenient way to interact with their email wirelessly, while they are mobile.



Now, users may read, compose, reply, forward, and delete messages from their wireless 2way device, while maintaining their existing email addresses and mailboxes. Users may also control which email messages are forwarded to their 2way device by setting email filters that monitor key words found in an email subject or body as well as filtering based on the sender's email address.

NotifyLink Internet Edition-Standard Version is a hosted service designed for the individual who typically dials into their ISP to manage their email account. This service links users to their existing "Dial-Up" Internet email accounts, from a variety of wireless 2way devices.

## Internet Edition-Standard Version Features

Internet Edition-Standard Version Features	NotifyLink
Wireless Access to Your Email	✓
Integrated With Existing "Dial-Up" Email Accounts	✓
Multiple Email Accounts May be Forwarded to Your 2way Device (up to 6)	✓
Compatible With Many ISPs & Email Providers Including AOL, Yahoo, AT&T Worldnet, Earthlink, Hotmail, etc.	✓
Works With ALL ReFLEX Service Providers	✓
Works With Various ReFLEX 2way Messaging Devices	✓
Hosted Service	✓
Emails are Forwarded Hourly to Your 2way Device	✓
Emails Sent from Your 2way Device Will be Copied to Your Inbox	✓
Compose, Reply, & Forward Email as if it Were Sent from Your PC	✓
<i>Customize the Following Settings via Your Internet Browser:</i>	✓
• Identify Email Accounts for Wireless Access	✓
• Define Notification, Content, & Attachment Format	✓
• Robust Filtering by Name, Email Address, Sender, etc.	✓
• Define Email Distribution Lists or Groups	✓
• Ability to Customize Your Wireless Email Header	✓
<i>Remotely From Your 2way Device You are Able to:</i>	✓
• Send, Reply, Delete, & Forward	✓
• Block Incoming Email	✓
• Check for New Email on Demand	✓
• Enable or Disable Forwarding Email	✓
• Request More or All of an Email	✓

**Stop Logging-on and checking multiple email accounts.**

**Just clip it to your hip....**

**And your existing email will find you.**

**Not Possible? Welcome to NotifyLink!**





The *NotifyLink Internet Edition* hosted service provides users with a convenient way to interact with their email wirelessly, while they are mobile.

Now, users may read, compose, reply, forward, and delete messages from their wireless 2way device, while maintaining their existing email addresses and mailboxes. Users may also control which email messages are forwarded to their 2way device by setting email filters that monitor key words found in an email subject or body as well as filtering based on the sender's email address.

The following is a feature comparison between the NotifyLink Internet Edition and the BlackBerry™ Internet Edition.

<i>Internet Edition Features</i>	<i>NotifyLink</i>	<i>BlackBerry™</i>
Wireless Access to Your Email	✓	✓
Integrated With Existing "Dial-Up" Email Accounts	✓	
Multiple Email Accounts May be Forwarded to Your 2way Device	✓	
Compatible with many ISPs including AOL, Yahoo, Earthlink, etc.	✓	
Works with ALL ReFLEX Service Providers	✓	
Works With Various ReFLEX 2way Messaging Devices	✓	
Hosted Service	✓	✓
Emails are Forwarded Up-To 12 Times Daily to Your 2way Device	✓	
Compose, Reply, & Forward as if it Were Sent from Your PC	✓	✓
Check Email on Demand	✓	
Create Email Groups	✓	
Ability to Customize Your Wireless Email Header	✓	
Robust Filtering	✓	✓
Customize Settings via Your Internet Browser	✓	
Customize Notification Appearance & Detail	✓	
Customize Notification Size of Characters, Content, & Attachments	✓	
Remotely Send, Reply, Delete, & Forward From Your 2way Device	✓	✓
Remotely Block Incoming Email From Your 2way Device	✓	
Remotely Enable or Disable Forwarding Email	✓	
Remotely Request More or All of an Email From Your 2way Device	✓	



## *Internet Edition-Standard Version*

*The NotifyLink Internet Edition-Standard Version* hosted service provides users with a convenient way to interact with their email wirelessly, while they are mobile.

Now, users may read, compose, reply, forward, and delete messages from their wireless 2way device, while maintaining their existing email addresses and mailboxes. Users may also control which email messages are forwarded to their 2way device by setting email filters that monitor key words found in an email subject or body as well as filtering based on the sender's email address.

NotifyLink Internet Edition-Standard Version is a hosted service designed for the individual who typically dials into their ISP to manage their email account. This service links users to their existing "Dial-Up" Internet email accounts, from a variety of wireless 2way devices.

## *Features of the Internet Edition-Standard Version*

- Remote Access for existing "Dial-Up" Internet email accounts (up to six)
- Hosted Service for mobile email notification and management
- Eliminate the inconvenience of a separate mobile email address using existing email accounts
- Compose, Read, Reply to, Forward, and Delete email while mobile from multiple 2way devices
- Check for new email on demand
- Emails Sent from Your 2way Device Will be Copied to Your Inbox
- Compatible With Many ISPs & Email Providers Including AOL, Yahoo, AT&T Worldnet, Earthlink, Hotmail, etc.
- Powerful filtering lets you control which email is forwarded to your 2way device
- Easily customize the size and appearance of the email forwarded to your 2way device
- Checks for new email hourly
- Web Based User Interface for registration and configuration

### *Supported Devices*

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagewriter® 2000x 2way

### *Compatibility*

#### Requirements

- Internet Access via a PC for establishing & maintaining your NotifyLink account

#### Email Provider

- Compatible With Many ISPs & Email Providers Including AOL, AT&T, Earthlink, Hotmail, etc. not behind a firewall

*Stop Logging-on and checking multiple email accounts.  
Just clip it to your hip....  
And your existing email will find you.*

*Not Possible? Welcome to NotifyLink!*










## **Documentation & Detailed Information**

*The following is a list of detailed information  
about each NotifyLink Product Edition.*








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### **Internet Edition**

-  [NotifyLink Frequently Asked Questions](#)
-  [Internet Edition User's Guide](#)
-  [Quick Reference Guide to Features](#)
-  [NotifyLink Feature Comparison](#)
-  [Internet Edition Data Sheet](#)








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### **Desktop Edition—Standard**

-  [NotifyLink Frequently Asked Questions](#)
-  [Desktop Edition-Standard Version User's Guide Talkabout @ T900](#)
-  [Desktop Edition-Standard Version User's Guide Timeport™ / Pagewriter](#)
-  [Quick Reference Guide to Features](#)
-  [NotifyLink Feature Comparison](#)
-  [Desktop Edition-Standard Version Data Sheet](#)
-  [Desktop Edition-Standard & Professional Version White Paper](#)

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### **Desktop Edition—Professional**

-  [NotifyLink Frequently Asked Questions](#)
  -  [Desktop Edition-Professional Version User's Guide Talkabout @ T900](#)
  -  [Desktop Edition-Professional Version User's Guide Timeport™ / Pagewriter](#)
  -  [Quick Reference Guide to Features](#)
  -  [NotifyLink Feature Comparison](#)
  -  [Desktop Edition-Professional Version Data Sheet](#)
  -  [Desktop Edition-Standard & Professional Version White Paper](#)
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# NotifyLink Desktop Frequently Asked Questions

1. What is NotifyLink Desktop?
2. Why should I use NotifyLink Desktop?
3. What is the main functionality of NotifyLink Desktop?
4. Why do I need to use NotifyLink Desktop when my wireless device can receive email?
5. Does NotifyLink Desktop work with other wireless devices?
6. Which email systems does NotifyLink Desktop software support?
7. Can I keep my existing email account?
8. Can I still send email using my wireless device's unique PIN based email account?
9. What email operations can I perform?
10. Can I view email attachments on my wireless two-way messaging device?
11. What email addresses will messages sent from my wireless two-way messaging device use?
12. Can I send attachments using my wireless two-way messaging device?
13. Can I keep copies of the messages I send?
14. What does a typical NotifyLink Desktop Notification consist of?
15. Do I get all of each message, or just part of it?
16. I'm worried about incurring excessive airtime charges. Can I filter the messages that I receive on my wireless device?
17. What is the difference between a Block and a Filter?
18. Is it possible to receive a virus on my wireless two-way messaging device?
19. What are the software and hardware requirements for NotifyLink Desktop software?
20. Does my PC need to be running for NotifyLink Desktop to work?
21. What happens if my company's Exchange Server goes down?
22. What if my PC loses Internet connectivity?
23. My PC has backups performed on it. Will this process interfere with the NotifyLink Desktop software?

## What is NotifyLink Desktop?

NotifyLink Desktop is a personal computer (PC) based software application that acts like a remote control for your PC Email, giving you the freedom to manage your messages from any location. Motorola powers NotifyLink Desktop with its ReFLEX® wireless network protocol, which integrates with your desktop Email application to handle the routing of your Email messages to your wireless device.

Designed to work with both corporate and personal Email systems, NotifyLink Desktop enables you to compose, read, reply to, and forward Email messages using your wireless device. NotifyLink Desktop allows you to react quickly without the need for a bulky laptop computer to access your Email.

Messages are sent from your PC with the FROM address as the desktop Email address. This eliminates the confusion of separate PC and mobile Email addresses. Using a single Email address, you can receive Email messages both in your desktop mailbox and on your wireless device.

With NotifyLink Desktop, you decide which messages you want to see on your wireless device. To help reduce your airtime costs, you can filter which messages are sent to your wireless device. You can even control how much of an Email message is sent. If you want to see more of a particular message, you can request additional text or you can wait until you return to the office to read the entire message.

An advantage NotifyLink Desktop has over other wireless Email applications is that it provides you with the option to keep a copy of the messages sent to and from your wireless device (the copy is saved on your PC). Handling attachments is also a snap. NotifyLink Desktop will advise you of the name of any attached files when you receive in an Email message. You can forward the message along with the attachment to an associate to handle, instead of waiting until you return to the office to open and read the attachment. NotifyLink Desktop will also allow you to use your wireless device to compose and remotely send Email messages from your own PC.

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## Why should I use NotifyLink Desktop?

NotifyLink Desktop enables mobile professionals to make the most of their most precious resource: time.

- Extends the power of your email into the field
- Offers economical and simple-to-use wireless email extension
- No need for both office and remote email addresses.
- No need for a bulky laptop computer, if all you are going to use it for is remote access to your email.
- Enhances the value of your wireless two-way messaging device.

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### **What is the main functionality of NotifyLink Desktop?**

NotifyLink Desktop allows you to:

- Originate, receive, reply to, and forward email messages
- Remotely manage email attachments

In addition, NotifyLink Desktop offers the following:

- Location transparency
- Optimized wireless data solution

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### **Why do I need to use NotifyLink Desktop when my wireless device can receive email?**

With NotifyLink Desktop, you can send and receive email messages using your office email address whether you are using email in the office or from your wireless two-way messaging device. All messages you receive and send using the software will be stored in your email mailbox. In addition, from your wireless device, you can specify which messages and how much of each message you want to receive, thus reducing your airtime costs.

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### **Does NotifyLink Desktop work with other wireless devices?**

NotifyLink Desktop works with a variety of wireless two-way messaging devices, including the Motorola Talkabout® T900 2way, Timeport™, and Pagewriter™ 2000.

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### **Which email clients does NotifyLink Desktop software support?**

- Microsoft Outlook 97
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Microsoft Outlook 2002 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\* (POP3)
- Netscape Communicator 4.x, where x is 5 or greater\* (POP3)
- Eudora version 5.0 and later\* (POP3)

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### **Can I keep my existing email account?**

Yes. With NotifyLink Desktop you can keep your existing email account, and with the convenience of a single email address, people always know exactly how to reach you, plus you get the freedom to manage your email from any location.

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### **Can I still send email using my wireless device's unique PIN based email account?**

Yes. NotifyLink Desktop customers can easily send and receive email messages directly from any valid email address using their wireless device's unique PIN based email account. Thus, users retain the immediacy of message transportation that they expect from a wireless two-way messaging device.

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### **What email operations can I perform?**

You can originate, receive, reply to, and forward your business and personal email messages directly from your two-way messaging device, as if you sitting at your own office desk or home computer. (Note: Some operations may be device-dependent.)

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### **What email addresses will messages sent from my wireless two-way messaging device use?**

With NotifyLink Desktop, all email messages that are sent from your wireless device will use your normal business or personal email address. You decide which one to use and when to use it.

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### **Can I view email attachments on my wireless two-way messaging device?**

No, you cannot actually view the attachments; however, you can configure NotifyLink Desktop to advise you of the number or name of attachments on your email messages, as well as the size of the attachments. You can also forward messages with attachments to another person to handle, or you can wait until you return to your desktop to open and review the attachment. (Note: This functionality may be device-dependent.)

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### **Can I send attachments using my wireless two-way messaging device?**

You can forward email messages that you received that have attachments.

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### **Can I keep copies of the messages I send?**

Yes. Copies of messages will be sent to your normal business or personal email boxes.

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### **What does a typical NotifyLink Desktop Notification consist of?**

Typically, the Notification will include the sender, subject, size, date and time, and if there are attachments, the name and size of each attachment. The Notification can be customized to meet your needs.

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### **Do I get all of each message, or just part of it?**

You decide. You can receive only the first 100 characters of a message including the header, or the entire body up to 500 characters. If after you have received the first 100 characters of a message you want to see more, you can request an additional 100 characters, and so on.

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**I'm worried about incurring excessive airtime charges. Can I filter the messages that I receive on my wireless device?**

Yes. The NotifyLink Desktop message filtering capability allows you to control which messages are sent to your wireless device. You can set specific criteria to define which messages you want to block or set criteria for those messages that you want to receive.

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#### **What is the difference between a Block and a Filter?**

When you want to prevent messages from being sent to you from a specific email address, you may apply a **block** from your wireless device. This works just like blocking a call on your telephone. Once you have received an email message, you can apply the block to the email address, and no further messages originated from that email address will be sent to your wireless device. A block is NOT the same thing as a filter (although some filters might act like a block), and a block can ONLY be applied from your wireless device. A block will take precedence over any filters that you may have in place.

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#### **Is it possible to receive a virus on my wireless two-way messaging device?**

Network professionals have verified that viruses can only be damaging to a system if an attachment is opened. Since attachments can't be opened directly from your wireless two-way messaging device, no threat is posed at this time. (Source: Avert Labs for Network Associates.)

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#### **What are the software and hardware requirements for NotifyLink Desktop software?**

NotifyLink Desktop software requires the following:

##### **Hardware Requirements**

- Pentium Processor compatible or better with 20 MB of free hard disk space
- 64 MB RAM (or higher) recommended

##### **Operating System Requirements**

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with Service Pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

##### **Other**

- Internet Explorer 4.0 or higher.

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#### **Does my PC need to be running for NotifyLink Desktop to work?**

Your PC needs to be on and running in order for you to receive notifications on your wireless two-way messaging device.

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#### **What happens if my company's Exchange Server goes down?**

If your company's Exchange Server goes down, you must follow the same steps that you would for your email software. The normal process in this event is to stop the NotifyLink Desktop software and restart it.

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**What if my PC loses Internet connectivity?**

If your PC loses Internet connectivity, you will not be able to receive new email. Unless your email server is an Exchange Server (see above), you will begin to receive new emails when your Internet connection has been restored. Your new emails will *then* be sent to your wireless device by the NotifyLink Desktop software.

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**My PC has backups performed on it. Will this process interfere with the NotifyLink Desktop software?**

If your machine has backups performed on it, you should consult with your Network Administrator to verify that you can allow the NotifyLink Desktop software to remain running. Note: most backup software performs it's duty in the "background" and does not require you to stop software from running.

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# NotifyLink Standard User's Guide

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## **Section 1 - What is NotifyLink Standard?**

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NotifyLink Standard is a personal computer (PC)-based software application that acts like a remote control for your PC email, giving you the freedom to manage your messages from any location. The NotifyLink Standard uses ReFLEX® wireless network protocol, to integrate with your PC email application to handle the routing of your email messages to your wireless device.

Designed to work with both corporate and personal email systems, NotifyLink Standard enables you to compose, read, reply to, and forward email messages using your wireless device. NotifyLink Standard allows you to react quickly without the need for a laptop computer to access your email.

Messages are sent from your wireless device with your PC email address as the FROM address (just as if they were sent from your PC email application). This eliminates the confusion of separate PC and mobile email addresses. Using a single email address, you can receive email messages both in your PC mailbox and on your wireless device.

With NotifyLink Standard, you decide which messages you want to see on your wireless device. To help reduce your airtime costs, you can filter which messages are sent to your wireless device. You can even control how much of an email message is sent. If you want to see more of a particular message, you can request additional text or you can wait until you return to your PC to read the entire message.

The advantage NotifyLink Standard has over other wireless email applications is that it provides you with the option to keep a copy of the messages sent to and from your wireless device (copy is saved on your PC). Handling attachments is also a snap. NotifyLink Standard will advise you of the file name, the file size, or the number of file attachments of any attached files when you receive in an email message. You can either forward the message along with the attachment to an associate, or wait until you return to the office to open and read the attachment. With your "Always On" connection, NotifyLink Standard allows you to use your wireless device to compose and remotely send email messages with attachments.

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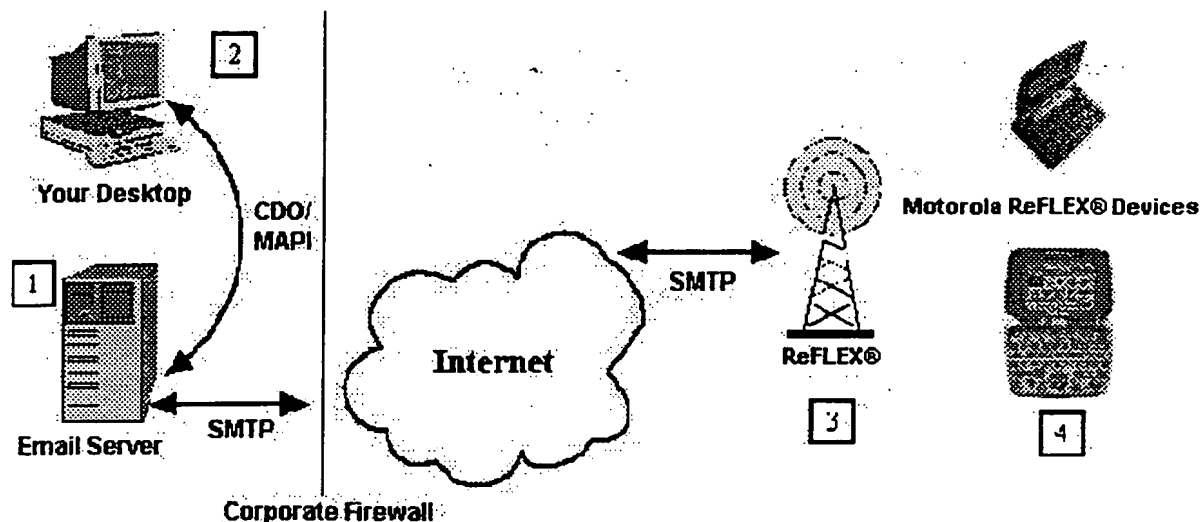
## **Section 2 - Overview of System Architecture**

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The operation of NotifyLink Standard is illustrated in Figure 1 below.

- Email arrives at email Server (1).
- The NotifyLink Standard application receives notification of email (2).
- NotifyLink Standard processes the message and sends it to the ReFLEX network via the Internet (3).
- The network sends the message to your wireless device (4).





**Figure 1**

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## Section 3 - PC System Requirements

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### PC Requirements:

- Pentium Processor compatible or better with 20 MB of free hard disk space
- 64 MB RAM (or higher) recommended

### Operating System Requirements:

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with Service Pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

### Email Clients Supported:

- Microsoft Outlook 97 (Corporate or Workgroup)
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)

**Note:** If you have just installed Outlook on your PC you will need to open and run Outlook to complete the Outlook setup process.

### Other Requirements:

- MDAC 2.11 or higher. The Microsoft Data Access Components (MDAC) are the key technologies that enable Universal Data Access. They are installed with many different Microsoft products. The installation program will check and determine if these files need to be installed on your system.
- Microsoft Internet Explorer 4.0 or higher. **Note:** Internet Explorer does not have to be your default browser, it only has to be configured and ran at least one time.

## **Section 4 - Installation**

---

You must first install the NotifyLink Standard software on your PC.

### **Before you begin the Installation Process, please complete the following:**

Save any files that you are working on and close down all other programs currently running on your PC.

**Note:** The installation may require that you reboot your PC multiple times.

**Note:** If you install the software in an office environment, you may not have sufficient privileges to download software. If you do not have authorization, you will need to contact your local System Administrator. If you install the software at your business and your business has firewalls setup, you may receive the following error message: "Cannot connect. Please check your Internet connection." Please consult with your business Network Administrator before calling the Support department.

### **Install NotifyLink Standard Software to Your Computer**

Install the NotifyLink Standard software files from the web site address you were given.

You may run the Installation two ways - **Download to your Hard Disk**, or **Run this Program from its current location**.

#### **Download to your Hard Disk**

1. Select "Click here to download Motorola MyMail Install file". NotifyLink Standard to your hard disk, make a note as to where it is saved. A dialog box displays showing the initial stages of the software installation. (Depending upon your browser software, you must then close the dialog box, or it closes automatically).
2. From your PC, go to "My Computer". (your hard disk).
3. Select the location where you saved the NotifyLink Standard software to.
4. Select MyMail.exe. **Note:** Based upon your current files view setup in Windows Explorer, your file names may not include .exe, it will just state the file name.
5. Select your preferred settings throughout the setup process. Suggested settings are provided. However, you must accept the license agreement to install the software. Also, you may want to check the box to add NotifyLink Standard to your Startup Folder. **Note:** During this process, the software prompts you if you need to update your MDAC files. If so, download the file mdac\_typ.exe and install. **Note:** if your executables are disabled, your file names will not include .exe, it will just state the file name.
6. After the Wise Installation Wizard has completed, Select Finish to exit.

#### **Run this Program from its current location**

1. Select "Click here to download Motorola MyMail Install file". Select **Run this program from its current location**.
2. Select your preferred settings throughout the setup process. Suggested settings are provided. However, you must accept the license agreement to install the software. Also, you may want to check the box to add NotifyLink Standard to your Startup Folder. **Note:** During this process, the software prompts you if you need to update your MDAC files. If so, download the file mdac\_typ.exe and install. **Note:** if your executables are disabled, your file names will not include .exe it will just state the file name)

3. After the Wise Installation Wizard has completed, Select **Finish** to exit.

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## Section 5 - First Time Setup

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Once you have installed the NotifyLink Standard software application, you must then run the **First Time Setup**.

### **First Time Setup**

1. Go to the **START** menu and run **PROGRAMS, Motorola MyMail, Motorola MyMail**. The setup wizard will walk you through the necessary steps.
2. In the "First Time Setup" page, enter your First Name and Last Name in the Personal Information section.
3. In the **Device Information** section, type in the device Personal Identification Number (i.e., the telephone number of your messaging device) in the **Wireless Address** box. Type it again to confirm. If your Wireless Service Provider has assigned your Wireless Device an **Alias**, you need to enter the alias in the **Wireless Address Alias** field. *(The Alias is only enabled by the carrier - not NotifyLink Standard).*

**Wireless Address** example: 5551234

**Wireless Address Alias** example: john.smith

4. In the **Product Registration** section, enter in your **Product Key**.
5. Select **Continue** to proceed.
6. Select your Service Domain. Your Service Domain is located at the right of the @ symbol in your wireless address.
7. Select **Continue**.
8. If your PC is setup with a Microsoft Exchange Server, continue to Section 6. If your PC is not setup with a Microsoft Exchange Server, continue to Section 7.

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## Section 6 - Microsoft Exchange Setup

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If your PC is setup with a Microsoft Exchange Server account, the next window that displays is Desktop Exchange Setup.

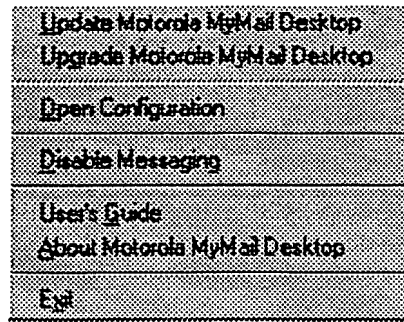
1. Type in the **default email address** pertaining to the account detected. For example, john.smith@company.com. If you need assistance, please contact your Network Administrator.
2. Type the same address again in the box below to confirm.
3. Select **OK** to proceed. NotifyLink Standard will take you to the Configuration program where you can customize notification options.

## Section 7 - System Tray Menu

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NotifyLink Standard runs in your PC system tray. Various options are available when you right-click on

the NotifyLink Standard icon in the system tray, as shown in Figure 2.



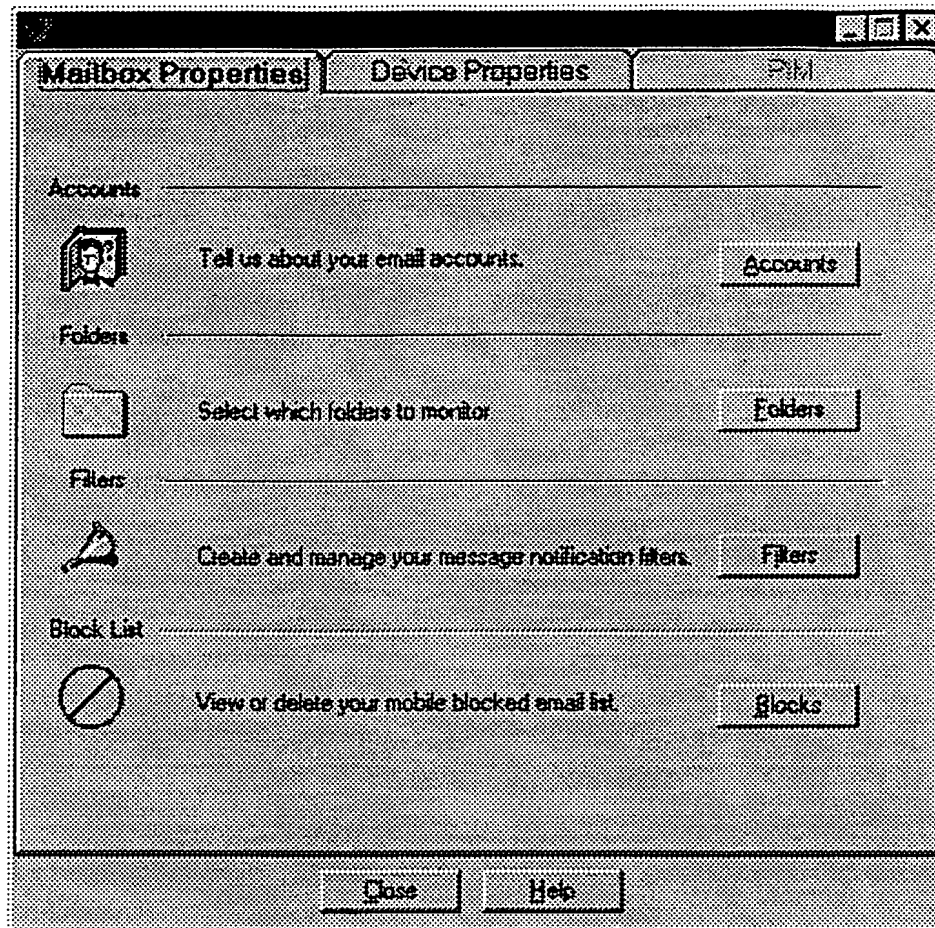
**Figure 2**

- **Update NotifyLink Standard:** This menu option is utilized to check for software updates to the NotifyLink Standard. If a new version is found, NotifyLink Standard automatically perform an update. **Note:** When the application is launched, your software automatically checks for updates every 30 days. If a newer version is found, you may be required to restart your PC.
- **Upgrade NotifyLink Standard:** This menu option is for users who have not yet upgraded their NotifyLink Standard software. To upgrade, enter the Product Key you were provided when you purchase your upgrade.
- **Open Configuration:** This menu option allows you to open the NotifyLink Standard software to modify your current settings. **Note:** Email notification is disabled while you are in **Open Configuration**.
- **Disable Messaging/Enable Messaging:** This menu option allows you to enable or disable emails from being sent to your wireless device. To enable messaging, right click on the NotifyLink Standard icon and select **Enable Messaging**. To disable messaging, right click on the NotifyLink Standard icon and select **Disable Messaging**. **Note:** The Disable Messaging feature overrides the screen saver activation feature.
- **User's Guide:** This menu option enables you to view the User's Guide online. **Note:** Your PC must be currently connected to the User's Guide.
- **About NotifyLink Standard:** This menu option enables you to view the About notes for the NotifyLink Standard software.

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## Section 8 - Mailbox Properties Screen



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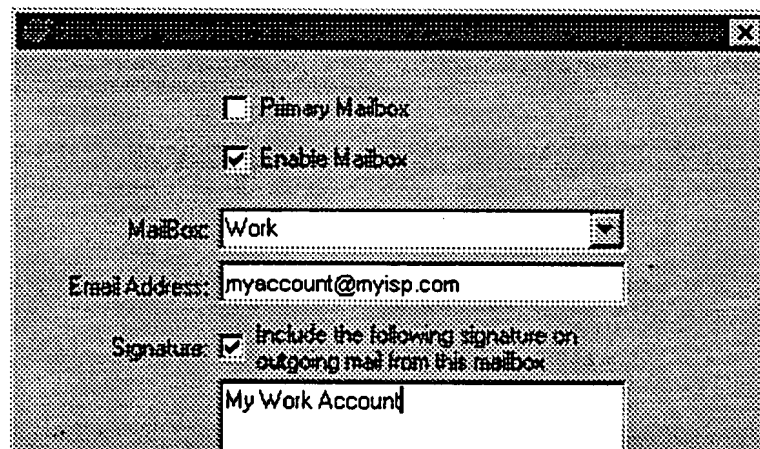


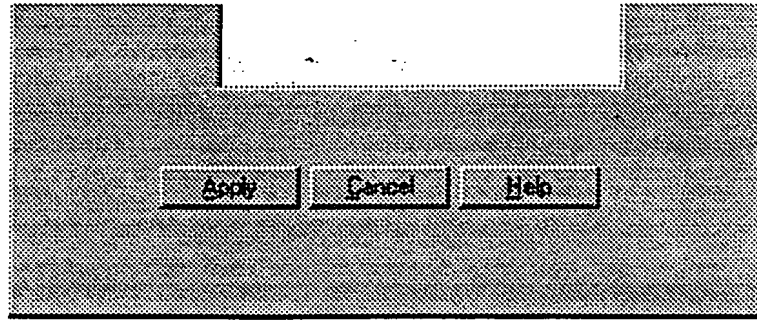
**Figure 3**

## Accounts

To manage your Account options:

1. Right click on the NotifyLink Standard icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Accounts**. The following screen displays, as shown in Figure 4.





**Figure 4**

When opened, the configuration screen contains email information found during the installation process of the NotifyLink Standard software. If you are using an Exchange Server, you must enter your default SMTP address used on the server. If you later add additional email accounts within your default email software, NotifyLink Standard detects and adds those accounts the next time you start the program.

You may receive notification of email messages from multiple email accounts on your wireless device, but you must select which ones by enabling the checkbox for each account.

### **Defining Accounts**

For *each* account that NotifyLink Standard detects, you may specify the following:

- **Mailbox:** A name identifying your mailbox (e.g. - Office or Home). Mailbox names are limited to 8 characters.
- If only one email account is being used for messages to your device, NotifyLink Standard shows your default mail account.

Some individuals have more than one email accounts. MyMail detects various accounts and assigns a generic name for each. You can highlight each and rename. This helps you identify which account received the message.

- **Email Address:** MyMail Desktop detects any email addresses that you have defined in your email client software. These accounts may have been detected on First Time Setup if they were present at the time. If so, they correspond with the Mailbox name you had defined.

**You have three options for each email address:**

- **Primary Mailbox:** Check this box to apply settings of the currently selected email account. This option is not shown on the default account or if you have one account..
- **Enable Mailbox:** You may enable or disable individual mailboxes. If you want NotifyLink Standard to check this mailbox for messages, check **Enable Mailbox**. If you want to temporarily prevent NotifyLink Standard from notifying you of messages in this mailbox, *do not* check **Enable Mailbox**.
- **Signature:** If you would like outgoing messages from your device to include a signature, check the **Signature** box and fill in the area below, this text appends to the outgoing mail from the selected Mailbox. Your Signature is the text that you type in the Signature box. **Note:** if you utilize the signature feature on your device and you place an additional signature in this field, your outgoing messages will have 2 signatures.

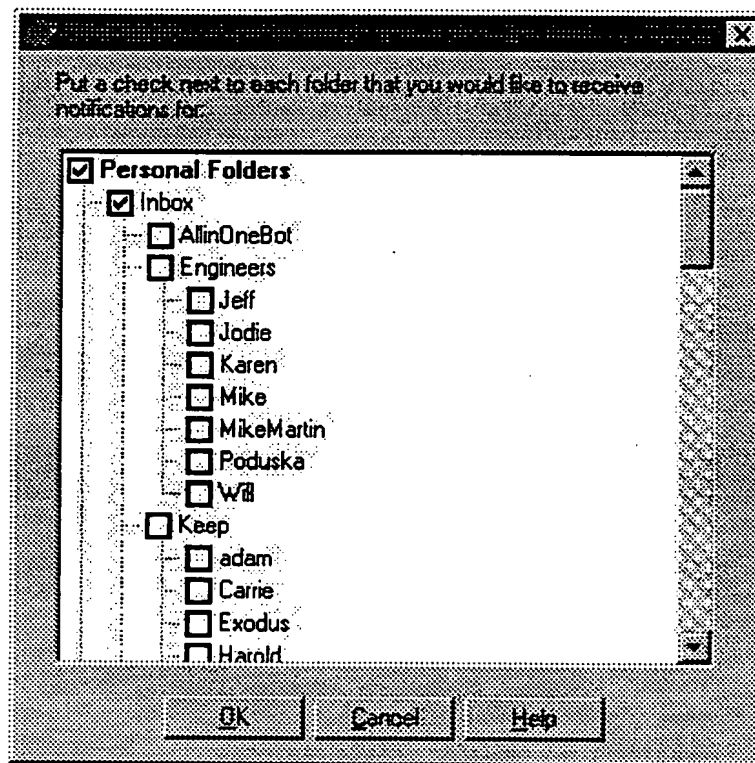
When finished, select **Apply** to set any changes and **OK** to return to the **Mailbox Properties** screen.

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## Folders

MyMail continually scans folders for new email. By default, it scans only the Inbox. If all of your emails go directly into your Inbox, skip this section.

Many use the "rules" feature in their email program. In doing so, certain emails are automatically moved to specific folders. You may prefer to be notified when email arrives in those folders. If you organize email into separate folders by using "rules", the Folders option in NotifyLink Standard allows you to select which folder(s) you want monitored. NotifyLink Standard searches all of the selected folders for new email and, if it meets the criteria you have defined in NotifyLink Standard's configuration, the emails are forwarded to your Wireless device. For example, this feature could be used when you have separate sub-folders for each of your co-workers and your boss. By filtering, you can specify which individual's emails are forwarded from your desktop PC to your wireless device.



**Figure 5**

1. Right click on the NotifyLink Standard icon ( or ) in your Windows System Tray and
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Folders**. The screen shown in Figure 5 is displayed. You will see all the Folders that have been created by you on your PC.
5. Place a check in the box to the left of the folder to enable it. **Note:** The main folder Inbox *does not* need to be activated for the personalized subfolders under it to be selected, they are separate folders.
6. When finished, select **OK** to save your changes and close the Folders window.

**Note:** Your root folders (denoted in bold letters) are automatically checked and cannot be unchecked. This allows NotifyLink Standard to monitor any additional folders that you may add in the future.

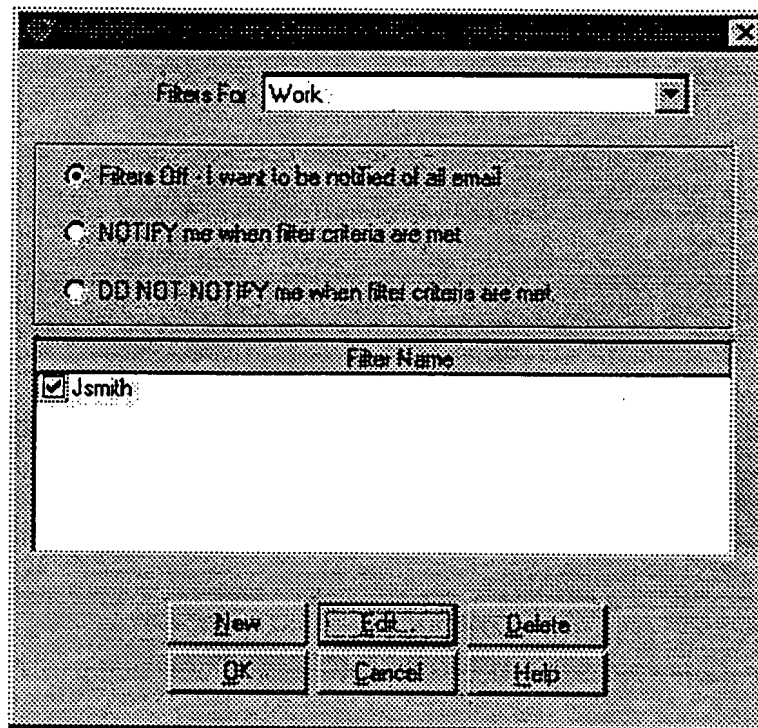
## **Filters**

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It is recommended that you learn more about the types of email you do not want forwarded to your device before setting up Message Filters.

The Message Filters screen allows you to control which messages are sent to your messaging device. For each mailbox account, you may specify criteria to define which emails you don't want to receive, or set criteria for those emails you want to receive.

Because Filters are specific for each Mailbox, before creating a New Filter, you must select the Mailbox you want the Filter setup for. When editing the filter make sure to specify the correct Mailbox from the drop down menu before proceeding.



**Figure 6**

You may select from several different filter options.

### **Setting up Message Filters**

#### **To setup the Message Filter criteria:**

1. Right click on the NotifyLink Standard icon ( or ) in your Windows System Tray
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the NotifyLink Standard icon on your PC or launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the desired mailbox from the **Filters For** drop down menu, shown in Figure 6.
6. Select **New**. This will create a new **Default Filter** in the **Filter Name** window, as shown in



Figure 6.

7. Select the new filter then select Edit to open a new window
8. In the Filter Name field enter a new filter name. This helps you to identify this filter in the future.
9. Define your filter criteria.

### **Define Filter Criteria**

Select the criteria that you want to use to filter your mail:

Filter Name: Jsmith

Filtering is disabled.

☒ The Email Came From: jsmith@isp.com Lookup

☒ The Subject of the Email Contains: Work

☐ The Body of the Email Contains:

☐ The Email Was Sent To: Lookup

☐ Recipient Types are: ☐ Sent to me ☐ CC: to me ☐ BCC: to me

☐ Importance: Normal

☐ Sensitivity: Normal

OK Cancel Help

Figure 7

- **The Email Came From:** You may enter one email address, or multiple email addresses separated by a space, comma or semicolon. By using the Lookup button, you may access addresses contained in your email software address book. Filter matching is exact. In other words, you must enter the "Reply to" email address exactly as it is shown on emails which you receive.
- **The Subject of the Email Contains:** You may enter any word(s) separated by a space, comma or semicolon. Filter matching is exact. If you enter more than one word, then **all** of the words (in any order or placement) must be matched for the filter criteria to be met.
- **The Body of the Email Contains:** You may enter any word(s) separated by a space, comma or semicolon. Filter matching is exact. If you enter more than one word, then **all** of the words (in any order or placement) must be matched for the filter criteria to be met.
- **The Email Was Sent To:** You may enter one email address, or multiple email addresses separated by a space, comma or semicolon. By using the Lookup button, you may access addresses contained in your email software address book. Filter matching is exact, you must enter the "Reply to" email address exactly as it is shown on emails which you receive.
- **Recipient Types are:**
  - **Sent to me:** This feature matches email that is in the TO: field of the email address.
  - **CC: to me:** This feature matches email that is in the CC: field of the email address.
  - **BCC: to me:** This feature matches email that is in the BCC: field of the email address.
- **Importance:** This feature is not supported in all email software packages and works only if your

software *and the sender's software* supports it. You may select **Normal**, **High** or **Low** as the minimum importance of the messages for your filter. **Note:** Messages AT or GREATER than the importance option that you select meets the filter criteria, (e.g. messages marked Confidential do not meet the criteria if Private is selected.)

- **Sensitivity:** This feature is not supported in all email software packages and works only if your software *and the sender's software* supports it. You may select **Normal**, **Personal**, **Private** or **Confidential**. **Note:** Only messages marked with the specific option that you select meets the filter criteria, (e.g. messages marked Confidential do not meet the criteria if Private is selected.)

### **Tips for Multiple Fields Within One Filter**

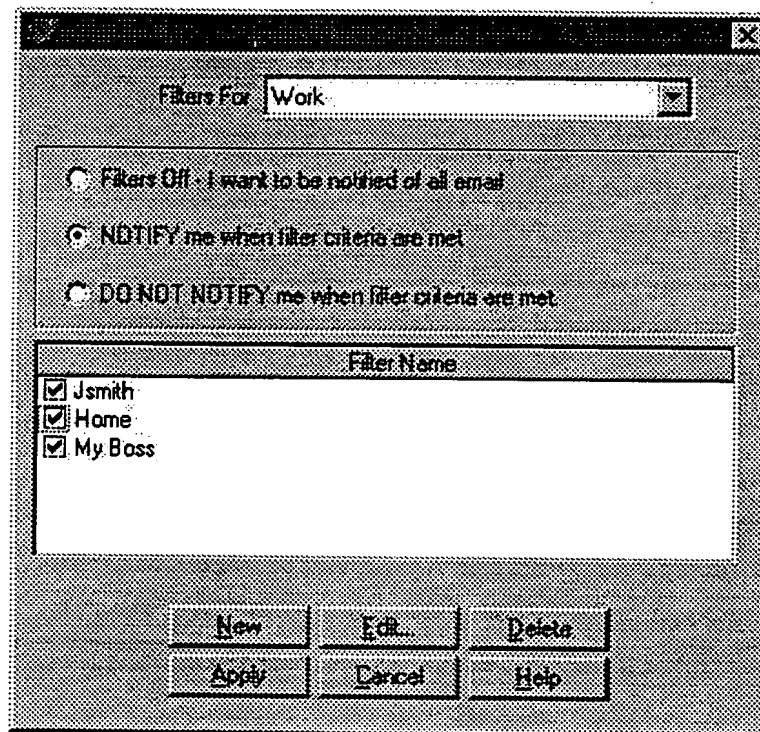
You may select one or more types of filter criteria. When using multiple criteria, **ALL** fields that you selected must match the email. For example, The email Came From "jsmith@isp.com" **AND** The Subject of the email Contains "Work".

After you are finished selecting your filter criteria, click **OK** to return to **Filters**.

Repeat steps 1 - 10 for each filter that you want to set up. In Figure 8, shows that 3 filters were setup.

After you have finished setting up your filters, you may choose from one of three options for using them.

1. **Filters Off** - I want to be notified of all email
2. **NOTIFY** me when filter criteria are met
3. **DO NOT NOTIFY** me when filter criteria are met



**Figure 8**

### **Select the Filter Option**

Select the option that you want for your filters and check the box next to the filter name you would like

this option to apply to. **Note:** You may deselect the checkbox next to any filter name to disable the filter. When finished select **Apply** to save the changes, and **OK** to close the Filters window.



### **Tips For Multiple Filters**

You may create multiple filters, as shown in Figure 8. If you have Multiple filters defined, NotifyLink Standard follows your selected option (Notify me or Do Not Notify Me) when at least one of your filters is matched.

**For Example:** When the email matches ONE or ALL of your defined filters, as shown in Figure 8, Jsmith OR it matches Home, OR it matches My Boss, then the appropriate action is taken.



### **Editing Message Filters**

To modify your existing email filters

1. Right click on the NotifyLink Standard icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the desired mailbox from the **Filters For** drop down menu.  
In the **Filter Name** window, select the name of the filter you want to edit.
6. Select **Edit**.  
Make your changes in the **Filter** information box(s).
7. Select **OK** to set and return to **Filters**.
8. Verify the box next to the filter name is checked to enable the filter.
9. Select **Apply** if you have made changes, or **OK** to close the Filters window.

### **Deleting a Message Filter**

To delete a message notification filter

1. Right click on the NotifyLink Standard icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the correct mailbox from the **Filters For** drop down menu.  
In the **Filter Name** window, select the name of the filter you want to delete.
6. Select **Delete**.
7. Select **Yes** to confirm you want to delete the filter and to return to the Filters window, or **NO** to cancel and return to the Filters window

**Note:** To save a filter for future use, deselect the checkbox next to the filter name to disable it, rather than deleting it.

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## **Block**

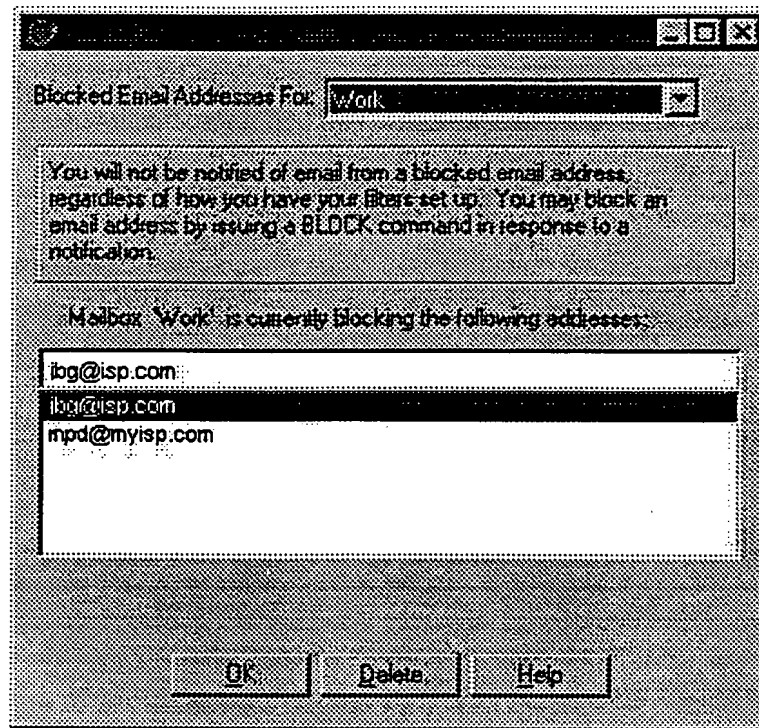
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Blocks in the NotifyLink Standard program are really an interactive filter builder. Blocks will prevent

NotifyLink Standard from forwarding emails from specific email address to your device. As you receive emails on your device, you can respond to the message with a custom reply of "Block". From then on, when an email from that address arrives in your PC inbox, it not forwarded to your device. It remains in your inbox on your desktop. You may however, revisit this section at a later time and "unblock" any addresses, thereby allowing messages from that specific sender to once again be forwarded to your device.

The **UNBLOCK** command can be used to unblock an address you want to receive messages from.

**Note:** The list of Blocked email addresses, found in your configuration application, can be added to from your wireless device in response to unwanted email. NotifyLink Standard does not allow blocks to be added to the list from your PC. However, you can delete a blocked email address from the list from your PC, or from your wireless device by issuing the **UNBLOCK** command.



**Figure 9**

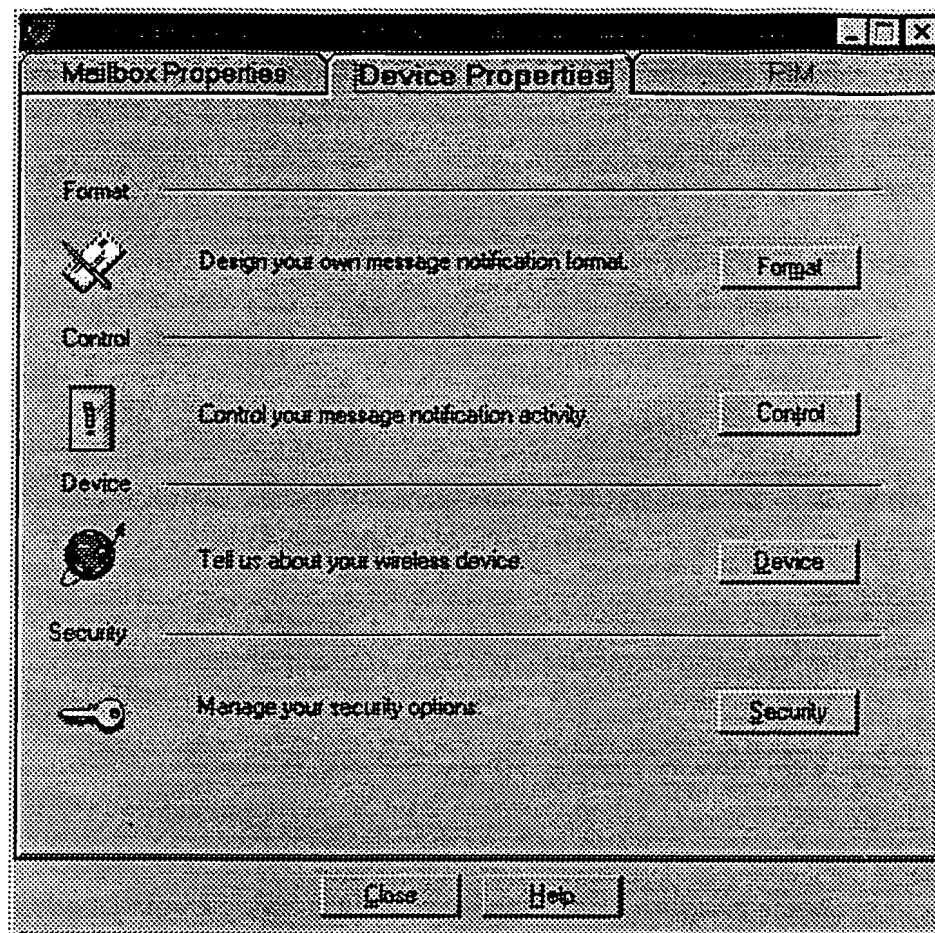
### **To View or Delete an Address From Your List of Blocked Email Addresses**

1. Right click on the NotifyLink Standard icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Blocks**.
5. Select the correct mailbox from the **Blocked Email Addresses For** drop down menu.
6. To **Delete a Block**, select the name of the address you want to delete, then select **Delete**.
7. Select **Yes** to confirm you want to delete the Block.
8. Select **OK** to close the window.

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## **Section 9 - Device Properties Screen**

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**Figure 10**

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## **Format**

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The Message Format screen allows you to specify and change what information and how much information you want on your wireless device. You can choose all or only select parts of your email. These are set for each Mailbox account.

This is where you may specify what elements are taken from the original email and forwarded to your device. The more header information you receive, the less text of an email you will be able to view. You need to complete these fields for each mailbox that forwards email to your device. You may find that you revisit this location frequently. This is where your Mailbox is important.

### **Include in Message Field**

These 6 features determine what information is included with emails sent to your device. Keep in mind that every option you select counts as a portion of the number of characters sent to your device. Mailbox name is only relevant if you are using more than one email address with NotifyLink Standard and your device.

- **Mailbox Name:** Check this box **ONLY** if you have more than one email account set to forward messages to your device. It helps to differentiate between inboxes when you are checking email on your wireless device. Remember, these fields add characters to your message length.

- **Sender's Name/Address:** It is recommended that you check this box if you want to see the name and email address of the original sender of the email.
- **Subject:** Check this box if you want to view the subject of an email being received on your device.
- **Date:** Check this box if you want to view the date of an email being received on your device.
- **Time:** Check this box if you want to view the time of an email being received on your device.
- **Remaining Characters:** Check this box if you would like to view the number of remaining characters in an email being received on your device.
- **Attachments** - Although you are not able to read the Attachment on your wireless device, the following options are available for your message notifications:

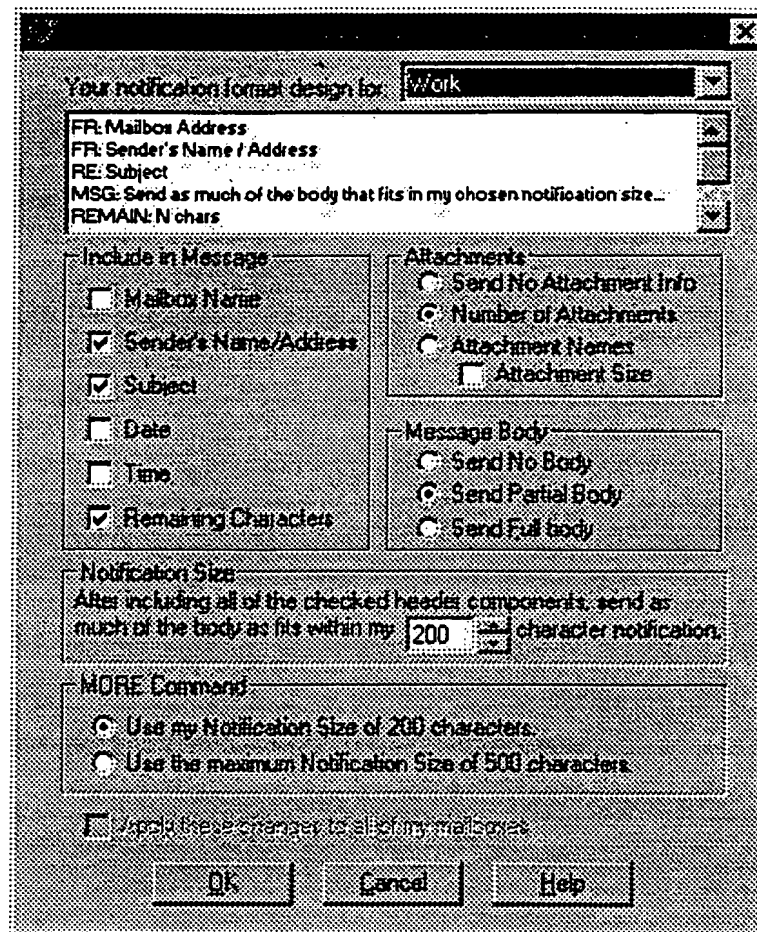
### **Attachments**

- **Send No Attachment Info:** Prevents any attachment information from being sent to your wireless device
- **Number of Attachments:** Provides the number of files attached to the email that was sent to your wireless device
- **Attachment Names:** Provides the names of the files attached to the email that was sent to your wireless device
- **Attachment Size:** Provides the size in Kilobytes of the files(s) attached to the email that was sent to your wireless device. This information can be enabled for both Number of Attachments and Attachment Names options. If you select either of these two, you may place a check in the box for the Attachment Size. **Note:** this option can only be selected when you have placed a check in the box next to either the Number of Attachments or the Attachments Names options.

### **Message Body**

From the Message Body section in Format, you may select the following:

- **Send No Body:** Prevents the email body from being sent to your wireless device
- **Send Partial Body:** Forwards a portion of the email body to your wireless device. Use the arrows in the Notification Size box to select the number of desired characters. The maximum number you can select is dependent upon the billing package for your wireless device service.
- **Send Full Body:** Forwards the full email body, up to the maximum number of characters allowed by your wireless carrier. **Note:** Check with your wireless provider for billing plans, restrictions, and additional information.
- **Notification Size:** The total number of email characters forwarded to your wireless device for each email. You may select the number of characters that you want to receive for each email notification using the up and down arrows. **Note:** If you include more information in your email notification header, fewer characters are available for the body of the email to be viewed on your device. For example, if you select 100 characters for the Notification Size, you will not be able to see much of you email message body.
- **MORE Command:** This is a command allows you to issue a reply from your device to receive more characters of an email. When sending a MORE command from your wireless device there are two ways the message can be sent. Select one of the following two options. The first option sends the message in increments according to the number of characters specified in the Notification Size setting. The second option sends the maximum number of characters, which are 500 for most wireless devices.



**Figure 11**

### **Customize your Message Format**

1. Right click on the NotifyLink Standard icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Format**.
5. Select the **Mailbox** name for the account you wish to design the Notification Format for from the drop down menu, as shown in Figure 11.
6. Place a check in the box(s) next to the information you want to include in your email notification. In the preview window, NotifyLink Standard enables you see changes to the email Format.
7. Select **Send No Attachments**, **Attachment Names**, or **Number of Attachments**. Select the additional information of the attachment size by placing a check a check in the box adjacent to this option.
8. Select **Send No Body**, **Send Partial Body**, or **Send Full Body**. **Note:** Check with your wireless provider for billing plans, restrictions, and additional information.
9. Select the **Notification Size**, (from 100 to 500) you want to receive for each email notification. **Note:** This is the "total size" of your email notification, including all header information along with the body of your message. Your wireless carrier governs the maximum number of characters that can be sent per notification.
10. Select the amount of characters that you want to receive when you use the MORE command. You may choose to receive the same number of characters as your Notification Size in 9 above, or you may choose to receive the maximum amount of characters allowed by your carrier.

11. When finished, select **Apply** to save changes and **OK** to return to the **Device Properties** screen.

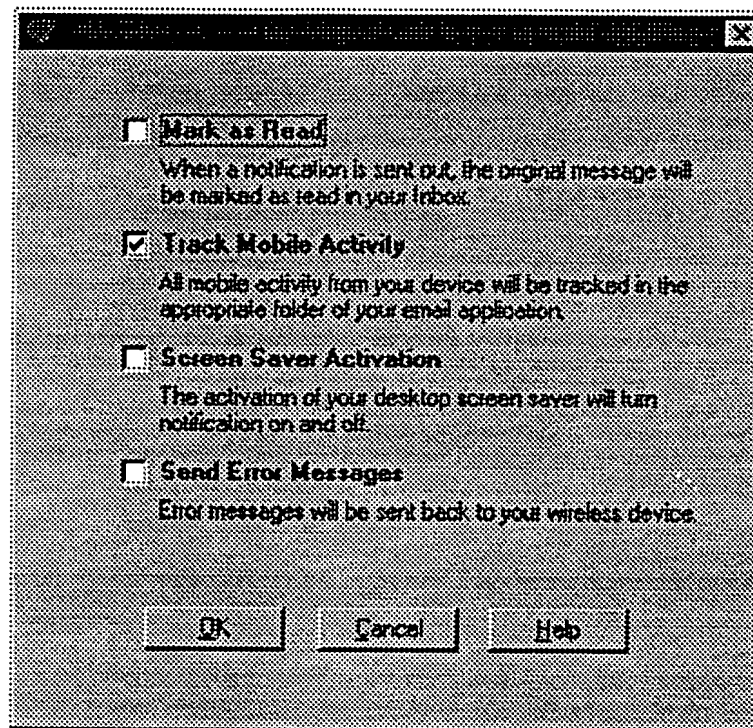
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## Control

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The **Control** options screen allows you to set options that effect all accounts.

- **Mark As Read:** When this box is checked, as new email arrives in your Inbox and is forwarded to your device, it is automatically become a read item in your Inbox on your PC.
- **Track Mobile Activity:** When Track Mobile Activity is activated, all activity of the NotifyLink Standard is tracked in your PC inbox and Sent items. When email is forwarded to your device, NotifyLink Standard places the additional email into your Sent Items folder on your PC. When you originate or forward an email from your device, that email appears in your Inbox on your PC. Deselection of Track Mobile Activity causes all notification emails sent to and created by NotifyLink Standard to be automatically cleared from the Inbox and Sent Items folders.
- **Screen Saver Activation:** Selection of this box causes NotifyLink Standard to automatically forward new emails to your device when you have disabled messaging and the screen saver on your PC activates. This can be useful when you spend time at your desktop PC and don't want to receive messages until your activation option has no effect. **Note:** Remotely disabling messaging overrides the Screen Saver Activation.
- **Send Error Messages:** When checked, this feature sends your wireless device an error message in the event that you have typed in a command incorrectly or performed a user error.



**Figure 12**

### **To Control Your Message Notification Activity**

1. Right click on the NotifyLink Standard icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.



3. **Select Device Properties.**
4. **Select Control.**
5. **Select Mark as Read** by placing a check in the box to the left or disable by leaving the box to the left empty
6. **Select Track Mobile Activity** by leaving the box to the left checked or disable by placing a check in the box to the left or disable by leaving the box to the left empty.
7. **Select Screen Saver Activation** by placing a check in the box to the left or disable by leaving the box to the left empty.
8. **Select Send Error Messages** by placing a check in the box to the left or disable by leaving the box to the left empty.
9. When finished, select **OK** to save your selections and return to the **Device Properties** screen.

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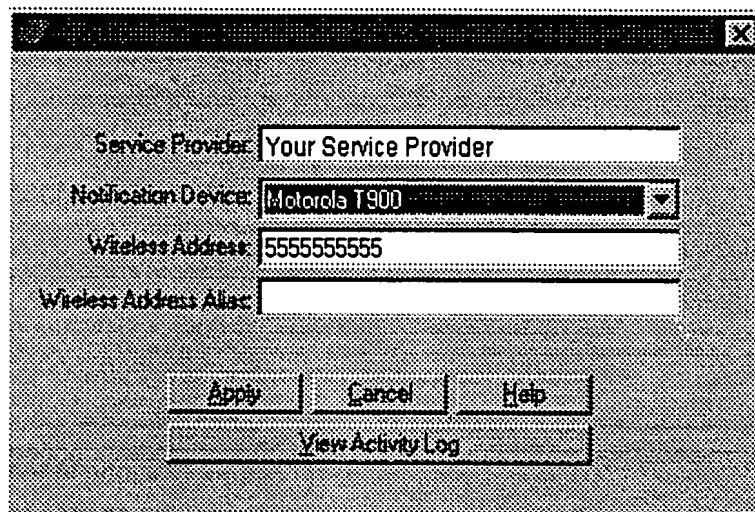
## **Device**

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This is a great place to simply verify that all of the information is correct: Service Provider, Notification Device, Wireless Address, any aliases. This screen displays the settings that were created when you went through First Time Setup.

### **To view your Wireless Provider information**

1. Right click on the NotifyLink Standard icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Standard through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Device**.



**Figure 13**

- **Service Provider:** This is the name of the wireless service provider from which you bought your wireless device, and that provides your messaging service. This option cannot be modified.
- **Notification Device:** This is the name of the device that receives your NotifyLink Standard message notifications.
- **Wireless Address:** This is your Personal Identification Number (i.e. the telephone number of your messaging device)

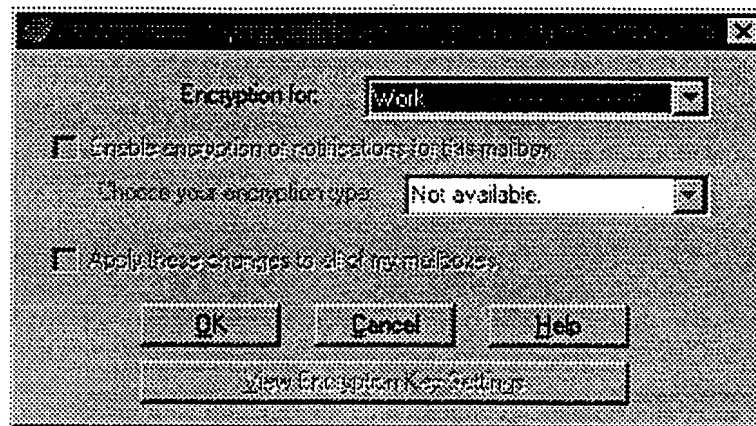
- **Wireless Address Alias:** If your Wireless Device has been assigned an alias, enter the alias here. This information is required so the PC can identify your Wireless Device when you send messages. Your carrier, not NotifyLink Standard, enables your Alias.
- **View Activity Log:** You may view your Activity Log by selecting **View Activity Log**. This information provides the number of characters associated with your transactions.
  - **Clear Log:** This removes all data in the log.
  - **Print:** This prints the log on your default printer
  - **Export to File:** This will allow you to save the log to a file in the same directory that NotifyLink Standard is installed
  - **Select Close** to return to the Device Information Screen
- **Select Apply** to save any changes and **OK** to return to the Device Properties screen

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## Security

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This feature is not available.



**Figure 14**

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## **Section 10 - PIM (Personal Information Management)**

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This feature is not available in this version.

## **Section 11 - Executing Commands From Your Device**








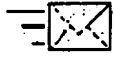



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You can reply to any notification received on your wireless device. Replies to notifications are sent back to the sender of the email and will look as if they were sent from your email account, rather than your wireless device.

There are many commands that can be used with NotifyLink Standard. Commands allow more flexibility in managing your email account from your wireless device. For example, you can send email from your device using NotifyLink Standard. This is useful if you want your messages to display as if they are being sent from your email address rather than your wireless device.

When you send a command from your wireless device, you must send the email to your PC email address. In essence, you are sending a message to the NotifyLink Standard software on your PC and telling it what to do. To simplify sending commands, add your PC email address to the address book on your wireless device.

## Creating an Address Book Record on Your Wireless Device

1. From the Main Menu press  or  to highlight  address Book then press **ENTER**.
2. Press  or  to highlight New Entry then press **ENTER**.
3. Type a name (for example PC) in the Name field and press **ENTER**. *Note:* The PC example is referred to throughout the User's Guide.
4. Using  or  to highlight  E-Mail Address then press **ENTER**.
5. Type in the email address of your PC (Example: myname@mycompany.com) then press **ENTER**.
6. Press  or  to highlight  Save Entry then press **ENTER**. ENTRY SAVED is displayed when complete.

Below is a list of the Commands that are available. *Note:* Commands are not case sensitive. To view instructions on how to issue them with your wireless device, click on any command.

## List of Commands

### Canned Replies

The following commands are issued in response to email notifications sent to your device by the NotifyLink Standard software. They are added to your wireless device Canned Reply list.

*Note:* these Commands are NOT case sensitive.

- MORE
- DELETE

### Custom Replies

The following commands can be initiated from the device as new email. Send these commands to your PC email address running NotifyLink Standard.

*Note:* these Commands are NOT case sensitive.

- ALL
- FORWARD
- EMAIL












- BLOCK
- UNBLOCK
- NOTIFY ON
- NOTIFY OFF
- CATCHUP

## Requesting to See MORE or ALL of a Message

Depending on how you set up your notification format, your initial notification may be limited. If you select fewer than 200 characters per notification, you may not see much of the actual body of the email message. If you want to see **MORE** of the message, use a pre-programmed reply to request NotifyLink Standard to send you more information. If you want to see **ALL** of the message, use a custom reply of 'ALL'.

The **MORE** command directs NotifyLink Standard to send you as many additional characters of the message body as will fit into one notification based upon the size you have specified during your account configuration (100 characters, 200, etc.). Remember that your header information counts as characters along with the body of your email.

### Sending the Pre-Programmed Request for MORE Information

1. While previewing or reading the message, press  to access the Message Options menu.
2. Press  or  to highlight  Reply to Message then press . Your wireless device displays the list of pre-programmed reply messages from which you can choose.
3. Press  or  to highlight **MORE** then press . Your wireless device displays MESSAGE TRANSMITTING and an arrow () flashes to the left of the message to indicate your request for more information is in progress.
4. If your request is transmitted successfully, a check () is displayed to the left of the message on the Message Preview screen. If your request was unsuccessful, a  displays to the left of the message. If your request was unsuccessful, try again.

The **ALL** command directs NotifyLink Standard to send you the remainder of an email to your wireless device. The remainder is sent in multiple notifications, up to a total of 2K bytes. The size of the notifications NotifyLink Standard is determined by your Service Provider's maximum notification size. If the email was larger than 2K bytes, you can issue another **ALL** command.

**Note:** the **ALL** messages may arrive at your wireless device out of order. NotifyLink Standard has no control over. It is the order that you wireless service provider is sending the emails to your wireless device. NotifyLink Standard places an ID number followed by a Sequence number at the top of notifications sent to your device.







**Example:** ID:A00415-1

- The ID number is A00415
- The Sequence number is 1

The Sequence number increases to denote the order in which to read them. The following example shows four ID and Sequence numbers as they would appear in four separate notifications.

**Example:** ID:A00415-1; ID:A00415-3; ID:A00415-4; ID:A00415-2

## **Sending the ALL command as a Custom Reply**












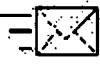
1. While previewing or reading the message, press  MENU/SPACE to access the Message Options menu.
2. Press  or  to highlight  Custom Reply to Message then press .
3. Type All then press . Your wireless device will display MESSAGE TRANSMITTING and an arrow (↔) flashes to the left of the message to indicate your request for all of an email is in progress.
4. If your request is transmitted successfully, a check (✓) is displayed to the left of the message on the Message Preview screen. If your request was unsuccessful, a ✗ is displayed to the left of the message. If your request was unsuccessful, try again.

## **Reply to a Person Who Sent You an Email Message**


When you receive a NotifyLink Standard email notification, you may reply to the sender of the email message using your wireless device. Your wireless device transmits your message to (your PC email address that is set-up to work with) the NotifyLink Standard software. NotifyLink Standard creates a new email message containing your reply and send it back to the sender.

The sender receives your reply, and since NotifyLink Standard uses your own PC email address as the return address, it appears that you replied from your computer.






## **Sending a Reply**



1. While previewing or reading the message, press  MENU/SPACE to access the Message Options menu.
2. Press  or  to highlight  Custom Reply to Message then press .
3. Press  or  to highlight Custom Reply then press .
4. Type your message and press .
5. To send the reply, press  or  to highlight  Send Message

## **Forward an Email Message to Another Person**

When you receive a NotifyLink Standard email notification, you can forward the email, including any attached files, to another person. **Note:** Do not confuse the T900 Message Option of  Forward Message with the Motorola MyMail Custom Reply Forward command.

## **To Forward an Email Message**

1. While previewing or reading the message, press  MENU/SPACE to access the Message Options menu.
2. Press  or  to highlight  Reply to Message then press .

3. Press  or  to highlight Custom Reply then press **ENTER**.
4. You will now be able to type the command to forward the email message. Start your reply with the command, **FORWARD**, a space and the message tag, **TO:** followed by the email address of the person you want to forward the message, then a space and the message tag, **BD:** and any additional comments you want to attach (additional comments are optional).







**Example**

FORWARD TO: johnsmith@xyz.com BD: Hey John, I thought you'd like to see this message from the boss. Let's talk later, OK? Bill

5. When you have completed your message, press **ENTER**.
6. To send the reply, press  or  to highlight  Send Message

## **Deleting an Email Message**

When you receive a NotifyLink Standard email notification, you can delete the original email from your PC Inbox. The deleted email messages is moved to your "Deleted Items" folder.

1. While previewing or reading the message, press  to access the Message Options menu.
2. Press  or  to highlight  Reply to Message then press **ENTER**. Your communicator will display the list of pre-programmed reply messages from which you can choose.
3. Press  or  to highlight DELETE then press **ENTER**. Your request is transmitted, and NotifyLink Standard deletes the email message from your PC.

## **Originating an Email From Your Device**

When you compose a new email using your device you may either:










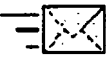


- Have it appear to have originated from your PC email address
- Have it originate from your device with your regular wireless device email address. To send a message from your Wireless Device without using NotifyLink Standard, refer to your wireless device's User's Guide

When you compose a new email message from your wireless device, and you want the message to appear to have been sent from your PC email application, you must send the email to your PC email address.

In essence, you are sending a message to the NotifyLink Standard software on your PC and telling it what you want to do. Your message acts like a remote control directing your NotifyLink Standard 'assistant' to send a message for you. To simplify creating your messages, add your PC email address to the address book on your wireless device.

## **Originating an Email Using Your Messaging Device**

To compose an email message, and have it appear as if it were sent from your PC email address:

1. From the Send Message Menu press  or  to highlight Select Address then press **ENTER**.
2. Press  or  to highlight  Address Book then press **ENTER**.
3. Press  or  to highlight PC then press **ENTER**.
4. Press  or  to highlight  E-Mail Address then press **ENTER**.
5. Press  or  to highlight Write Message then press **ENTER**.
6. Compose your message using the following format:

Start your message command EMAIL followed by the message tag, **TO:** followed by the email address of the person you want to send the message. Then type a space and the message tag, **SU:** or **RE:** followed by the subject of your message. Type the message tag, **BD:** then the body of your message. If you want to send a copy or a 'blind' copy of your message to someone, use the message tag **CC:** or **BCC:** followed by the appropriate email address.

**Example:**

Email TO:johnsmith@xyz.com SU:Lunch BD:Hey John, I can't have lunch with you today. Let's talk later. Sue BCC:pattyq@abc.com.

7. When you have finished composing your message then press **ENTER**.
8. Press  or  to highlight  Send Message then press **ENTER**.
9. The display shows MESSAGE TRANSMITTING to inform you that your message is being sent.

**Note:** If your device is experiencing difficulties, you may receive an error message, "Transmission Failed". If you do not receive an error message, but are experiencing delays in transmission, your wireless carrier may be experiencing difficulties.

## **BLOCK or UNBLOCK a Specific Email Address**

When you want to prevent messages from being sent to you from a specific email address, you may apply a **BLOCK** from your wireless device. This works just like blocking a call on your telephone. Once you have received a message, you can apply the block to the email address, and no further messages originated from that address are sent to your wireless device. A block is **NOT** the same as a filter (although some filters might act like a block), and a block can **ONLY** be applied from your wireless device. A block takes precedence over any filters that you may have in place.

### **To BLOCK Emails From a Specific Email Address**

1. While previewing or reading the NotifyLink Standard notification (which has been sent from the address you want to block), press  **MENU/SPACE** to access the Message Options menu.

2. Press or to highlight Reply to Message then press **ENTER**.
3. Press or to highlight Custom Reply then press **ENTER**.
4. Type the command: BLOCK and press **ENTER**.
5. To send the command, press or to highlight Send Message then press **ENTER**. The command to BLOCK future messages from this email address is sent.

### To UNBLOCK a Specific Email Address

1. From the Send Message Menu press or to highlight Select Address then press **ENTER**.
2. Press or to highlight Address Book then press **ENTER**.
3. Press or to highlight PC then press **ENTER**.
4. Press or to highlight E-Mail Address then press **ENTER**.
5. Press or to highlight Write Message then press **ENTER**.
6. Compose your message using the following format:

UNBLOCK <ADDRESS>

Where <ADDRESS> is the email address you want to unblock. Make sure there is a space between the command, UNBLOCK and the email address. The email address you type here must exactly match the email address which you previously blocked.

7. When you have finished composing your message, press **ENTER**.
8. From the Send Message menu press or to highlight Send Message then press **ENTER**.

### Turning NotifyLink Standard Notification ON or OFF









You have the option of turning your NotifyLink Standard Notification Service ON or OFF from either the PC application or from your two-way messaging device.

To turn your NotifyLink Standard Notification Service OFF either REPLY to a notification or originate a new message your PC email address.












### To REPLY to Turn Notification OFF

1. While previewing or reading a NotifyLink Standard notification, press to access the Message Options menu.






2. Press  or  to highlight  Reply to Message then press **ENTER**.
3. Press  or  to highlight Custom Reply then press **ENTER**.
4. Type the command, NOTIFY OFF then press **ENTER**.
5. To send the command, press  or  to highlight  Send Message then press **ENTER**. The command to turn your notification service OFF is sent.

### To Originate a New Message to Turn Notification OFF or ON

1. From the Send Message Menu press  or  to highlight Select Address then press **ENTER**.
2. Press  or  to highlight  Address Book then press **ENTER**.
3. Press  or  to highlight PC then press **ENTER**.
4. Press  or  to highlight E-Mail Address then press **ENTER**.
5. Press  or  to highlight Write Message then press **ENTER**.
6. Compose your message using the following format:

To turn notification service OFF, type NOTIFY OFF.

To turn notification service ON, type NOTIFY ON.








7. When you have finished composing your message, press **ENTER**.
8. From the Send Message menu press  or  to highlight  Send Message and press **ENTER**.












### Checking for New Email Messages

You have the option of requesting a check for new email messages when you have had Notification OFF or Messaging Disabled.

To ask NotifyLink Standard to check for new messages, you must send your request to your PC email address.

### To Check for New Emails

1. From the Send Message Menu press  or  to highlight \* Select Address then press **ENTER**.
2. Press  or  to highlight  Address Book then press **ENTER**.
3. Press  or  to highlight PC then press **ENTER**.

4. Press  or  to highlight E-mail Address then press .
5. Press  or  to highlight Write Message then press .
6. Type the command: CATCHUP
7. Press .
8. Press  or  to highlight  Send Message then press .

## Using "Tags" to Format Your Email Messages

NotifyLink Standard uses "Tags" to format email messages so that you can tell your NotifyLink Standard 'assistant' how your messages should appear.

Tags are predefined, reserved words that are used when you compose an email to tell NotifyLink Standard how you want your messages to appear. Tags, which are used for NotifyLink Standard messages, include the following:

- TO:
- CC:
- BCC:
- SU:
- RE:
- BD

Tags may appear in any order. For example, you may type the body of your message, and then CC: and/or BCC: at the end of the message. Or you may put the CC: first. Be sure to include the colon with each tag (CC: - not CC).

You may also specify multiple Tags. In order to use multiple Tags, they must be separated by a space, a semi-colon, or a comma.

Each tag is discussed in more detail below.

### TO:

This tag precedes the email address of the person (or persons) to whom you are sending your message. When you type this tag, NotifyLink Standard will know that the address that follows it is the person to whom you want to send your message. The format is:

TO: email@address.com

If you want to send your message to more than one person, there are two ways to construct the Tags:

1. You may use the TO: tag with each address.

TO: email1@address.com SU: this is the subject TO: email2@address.com

2. You may also use one TO: Tag with multiple email address separated by a comma, a space, or a semi-colon.

TO: email1@address.com  
email2@address.com,email3@address.com,email4@address.com

### **CC: and BCC:**

These tags are used to send a copy or a 'blind' copy of your message to another person. The format is:

**CC:** email@address.com

**BCC:** email@address.com

If you want to copy or 'blind' copy more than one person, use the **CC:** or **BCC:** tag with each address.

### **SU: and RE:**

These tags both refer to the subject of your message, and can be used interchangeably. When you type either of these tags, NotifyLink Standard will know that the text that follows is the subject of your message. Type either one of the tags and then the subject of your message. The format is:

**SU:** the subject of the message

**RE:** the subject of the message

### **BD:**

This tag precedes the body text of your message. When you type this tag, NotifyLink Standard will know that the text that follows is the body of your email message. The format is:

**BD:** the body of the message

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## **Section 12 - Command Quick Reference**

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### **[CLICK HERE FOR A PRINTER FRIENDLY VERSION OF THE COMMAND QUICK REFERENCE](#)**

You can reply to any notification received on your wireless device. Replies to notifications will be sent back to the sender of the email and will look as if they were sent from your email account, rather than your wireless device.

In addition, there are many commands which can be used with NotifyLink Standard. Commands allow you even more flexibility in managing your email account from your wireless device. For example, you can send emails from your device using NotifyLink Standard. This is used when you want your messages to appear as if they are being sent from your email address rather than your wireless device. Some commands require this use of Tags.

[Click here](#) for more information on using Tags.  
Click on any command for a more detailed description.

**The following commands can be used by replying to a notification.**

**Step 1: Select "Reply" to a notification.**

<b>Command</b>	<b>Definition</b>	<b>Step 2: How to Send</b>
<b><u>DELETE</u></b>	Delete the email from the PC inbox	Select DELETE from list
<b><u>MORE</u></b>	Receive more of this email	Select MORE from list
<b><u>ALL</u></b>	Receive all of this email	Select Custom Reply and type ALL
<b><u>FORWARD</u></b>	Forward this email (including any attachments) to specified address	Type FORWARD TO: email@address.com BD: this is the message
<b><u>BLOCK</u></b>	Send no more notifications of email from this address	Type BLOCK

**The following commands can be initiated from the device as a new email.**

**Step 1: Send these commands to your PC email address running NotifyLink Standard.**

<b>Command</b>	<b>Definition</b>	<b>Step 2: How to Send</b>
<b><u>CATCHUP</u></b>	Check to see if I have new email and send all	Type CATCHUP
<b><u>EMAIL</u></b>	Send an email to specified address	Type EMAIL TO: email@address.com BD: this is the message
<b><u>NOTIFY ON</u></b>	Turn NotifyLink Standard email notification on	NOTIFY ON
<b><u>NOTIFY OFF</u></b>	Turn NotifyLink Standard email notification off	NOTIFY OFF
<b><u>UNBLOCK</u></b>	Begin sending notifications from a previously blocked address	UNBLOCK email@address.com

## **Commands Defined**

**DELETE:** This command will tell NotifyLink Standard to delete the email from your PC inbox.

**MORE:** This command will tell NotifyLink Standard to send you more of the email to your wireless device. The size of the notification it will send is determined by the size you chose in the Device Properties - Format settings - MORE command.

**ALL:** This command will tell NotifyLink Standard to send you the remainder of the email to your wireless device. The remainder will be sent in multiple notifications up to a total of 2K bytes. The size of the notifications NotifyLink Standard will send is determined by your Service Provider's maximum notification size. If the email was larger than 2K bytes, you can issue another ALL command.

**FORWARD:** This command will tell NotifyLink Standard to forward the email to the <email@address.com> you typed in. Any attachments that were received will also be forwarded.

**BLOCK:** This command will tell NotifyLink Standard to send no more notifications of email from this email address.

**CATCHUP:** This command will tell NotifyLink Standard to check to see if you have new email since you last enabled messaging, and to send all to your wireless device. This command would only be necessary if you have turned NotifyLink Standard email notification off.

**EMAIL:** This command will tell NotifyLink Standard to send an email to the <email@address.com> you specified.

**NOTIFY ON:** This command will tell NotifyLink Standard to turn email notification on

**NOTIFY OFF:** This command will tell NotifyLink Standard to turn email notification off

**UNBLOCK:** This command will tell NotifyLink Standard to begin sending notifications again from a previously blocked <email@address.com>

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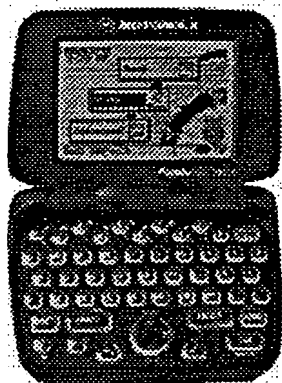
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# NotifyLink Desktop

## User's Guide



for the  
P930, P935, and PageWriter™ 2000X  
Personal Interactive Communicators

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**Figure 50 ▶ Task**

**Figure 51 ▶ Task**

**Figure 52 ▶ Task**

**Figure 53 ▶ Task**

## Part 1 - Overview and Installation

### Section 1 - What is NotifyLink Desktop?

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NotifyLink Desktop is a personal computer (PC)-based software application that acts like a remote control for your PC email, giving you the freedom to manage your messages from any location. The NotifyLink Desktop uses ReFLEX® wireless network protocol, to integrate with your PC email application to handle the routing of your email messages to your wireless device.

Designed to work with both corporate and personal email systems, NotifyLink Desktop enables you to compose, read, reply to, and forward email messages using your wireless device. NotifyLink Desktop allows you to react quickly without the need for a laptop computer to access your email.

Messages are sent from your wireless device with your PC email address as the FROM address (just as if they were sent from your PC email application). This eliminates the confusion of separate PC and mobile email addresses. Using a single email address, you can receive email messages both in your PC mailbox and on your wireless device.

With NotifyLink Desktop, you decide which messages you want to see on your wireless device. To help reduce your airtime costs, you can filter which messages are sent to your wireless device. You can even control how much of an email message is sent. If you want to see more of a particular message, you can request additional text or you can wait until you return to your PC to read the entire message.

The advantage NotifyLink Desktop has over other wireless email applications is that it provides you with the option to keep a copy of the messages sent to and from your wireless device (copy is saved on your PC). Handling attachments is also a snap. NotifyLink Desktop advises you of the file name, the file size, or the number of file attachments of any attached files when you receive an email message. You can either forward the message along with the attachment to an associate, or wait until you return to the office to open and read the attachment. With your "Always On" connection, NotifyLink Desktop allows you to use your wireless device to compose and remotely send email messages with attachments.

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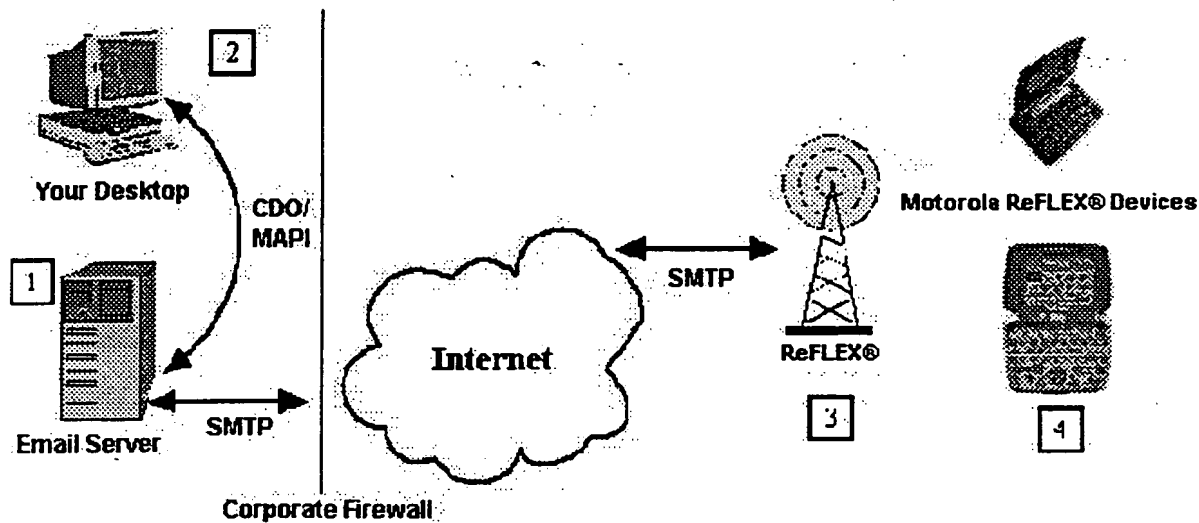
### Section 2 - Overview of System Architecture

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The operation of NotifyLink Desktop is shown in Figure 1.

- Email arrives at email Server (1).
- The NotifyLink Desktop application receives notification of email (2).
- NotifyLink Desktop processes the message and sends it to the ReFLEX network via the Internet (3).
- The network sends the message to your wireless device (4).





**Figure 1**

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## **Section 3 - PC System Requirements**

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### **Wireless Device Requirements:**

NotifyLink Desktop works with any of the following device types/models that have the Motorola Wisdom™ Operating System 4.0:

- PageWriter 2000x
- Timeport P930
- Timeport P935

### **Wireless Device Memory Requirements:**

You need 100 kilobytes of free memory on your device to install the NotifyLink Desktop application. Additional space is needed to store the notifications that you receive and messages that you send.

### **PC Requirements:**

- Pentium Processor compatible or better with 20 MB of free hard disk space
- 64 MB RAM (or higher) recommended

### **Operating System Requirements:**

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with Service Pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

### **Email Clients Supported:**

- Microsoft Outlook.97

- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\* (POP3)
- Netscape Communicator 4.x, where x is 5 or greater\* (POP3)
- Eudora version 5.0 and later\* (POP3)

**Note:** If you have just installed Outlook on your PC you need to open and run Outlook to complete the Outlook setup process.

### **\* Email Client Notes (Outlook Express, Netscape Communicator and Eudora):**

- POP3 email accounts are supported (IMAP email accounts are not supported). **Note:** When you defined/added your email account within your email software, it asked you what type of email server the email accounts used: POP3 or IMAP. The most common email server selected and used is POP3. If you are unsure of what type of email server you are using, please refer to your email client under your email account settings. For further instructions, please contact your Network Administrator or ISP.
- All email messages are marked as read.
- The email client must be left open for NotifyLink Desktop to work.
- Eudora has a security feature which prevents another program from sending mail in a hidden manner. It presents a dialog informing you that another program is trying to send a message without first showing it. You must wait for one email message to arrive and click the checkbox to *not show* this dialog in the future.
- Netscape Communicator places the words "No Subject" on outgoing email that has no subject.
- Netscape Communicator includes MIME (Multipurpose Internet Mail Extensions) info with plain text attachments when using the **forward** command or using the tag **att:**.

### **Other Requirements:**

- MDAC 2.11 or higher. The Microsoft Data Access Components (MDAC) are the key technologies that enable Universal Data Access. They are installed with many different Microsoft products. When you run the installation program it checks and determines if these files need to be installed on your system.
- Microsoft Internet Explorer 4.0 or higher. **Note:** Internet Explorer does not have to be your default browser, it only has to be configured and ran at least one time.

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## **Section 4 - Installation on Wireless Device**

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**You must first install the NotifyLink Desktop software on your Wireless Device.**

You must use a computer that has an Infrared Port or the Deluxe Charger Base/Docking Station set up on it.

1. Select "Click here to download Motorola MyMail Install file for the wireless device". Save the file to your hard disk, make a note as to where it is saved. A dialog box displays showing the initial stages of the software installation. (Depending upon your browser software, you must then close the dialog box, or it closes automatically).
2. From your PC, go to "My Computer" (your hard disk).
3. Select the location where you saved the NotifyLink Desktop software to.
4. Select MyMail.exe. **Note:** Based upon your current files view setup in Windows Explorer, your file

- names may not include .exe
5. Launch the application by double clicking on the file.
  6. Start Infrared Monitor or make sure the Infrared Port is active.
  7. Set the device in range of the Infrared beam so that a connection is made.
  8. Double click the .exe file to begin installation.
  9. Install the NotifyLink Desktop software on your PC

**Note:** You will not be able to send or receive messages until step 5 is completed and your device has received the account information.

If you give your wireless device to another person to use, the NotifyLink Desktop software will have to be re-installed on the device and synchronized before it will work for another user's settings. This means that your settings will be removed.

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## **Section 5 - Installation on PC**

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### **Before you begin the Installation Process, please complete the following:**

Save any files that you are working on and close down all other programs currently running on your PC.

**Note:** The installation may require that you reboot your PC multiple times.

**Note:** If you install the software in an office environment, you may not have sufficient privileges to download software. If you do not have authorization, contact your local System Administrator. If you install the software at your business and your business has firewalls setup, you may receive the following error message: "Cannot connect. Please check your Internet connection." Please consult with your business Network Administrator before calling the Support department.

### **Install NotifyLink Desktop Software to Your Computer**

Install the NotifyLink Desktop software files from the web site address you were given.

You may run the Installation two ways - [Download to your Hard Disk](#), or [Run this Program from its current location](#).

### **Download to your Hard Disk**

1. Select "Click here to download Motorola MyMail Install file". Save the file to your hard disk, make a note as to where it is saved. A dialog box displays showing the initial stages of the software installation. (Depending upon your browser software, you must then close the dialog box, or it closes automatically).
2. From your PC, go to "My Computer" (your hard disk).
3. Select the location where you saved the NotifyLink Desktop software to.
4. Select MyMail.exe. **Note:** Based upon your current files view setup in Windows Explorer, your file names may not include .exe.
5. Select your preferred settings throughout the setup process. Suggested settings are provided. However, you must accept the license agreement to install the software. Also, you may want to check the box to add NotifyLink Desktop to your Startup Folder. **Note:** During this process, the software prompts you if you need to update your MDAC files. If so, download the file mdac\_typ.exe and install.
6. After the Wise Installation Wizard has completed, Select **Finish** to exit.

### **Run this Program from its current location**

1. Select "Click here to download Motorola MyMail Install file". Select **Run this program from its current location**.

2. Select your preferred settings throughout the setup process. Suggested settings are provided. However, you must accept the license agreement to install the software. Also, you may want to check the box to add NotifyLink Desktop to your Startup Folder. **Note:** During this process, the software prompts you if you need to update your MDAC files. If so, download the file mdac\_typ.exe and install. **Note:** Based upon your current files view setup in Windows Explorer, your file names may not include .exe.
3. After the Wise Installation Wizard has completed, Select **Finish** to exit.

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## Section 6 - First Time Setup

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After you have installed the NotifyLink Desktop software application, you must run the **First Time Setup**.

### **First Time Setup**

1. Go to the **Start** menu and run **Programs, Motorola MyMail, Motorola MyMail**. The setup wizard walks you through the necessary steps.
2. In the "First Time Setup" window, enter your First Name and Last Name in the Personal Information section.
3. In the **Device Information** section, type in the device Personal Identification Number (i.e., the telephone number of your messaging device) in the **Wireless Address** box. Type it again to confirm. If your Wireless Service Provider has assigned an **Alias** to your Wireless Device, you need to enter the alias in the **Wireless Address Alias** field. (*The Alias is only enabled by the carrier - not NotifyLink Desktop*).

**Wireless Address example:** 5551234

**Wireless Address Alias example:** john.smith

4. In the **Product Registration** section, enter in your **Product Key**.
5. Select **Continue** to proceed.
6. Select your Service Domain. Your Service Domain is located at the right of the @ symbol in your wireless address.
7. Select **Continue**.
8. If your PC is setup with a Microsoft Exchange Server, continue to Section 7. If your PC is not setup with a Microsoft Exchange Server, continue to Section 8.

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## Section 7 - Microsoft Exchange Setup

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If your PC is setup with a Microsoft Exchange Server account, the next window that displays is the Desktop Exchange Setup.

1. **Type in the default email address** for the account detected. For example, john.smith@company.com. If you need assistance, please contact your Network Administrator.
2. Type the same address again to confirm.
3. Select **OK** to proceed. NotifyLink Desktop takes you to the Configuration program where you can customize notification options.

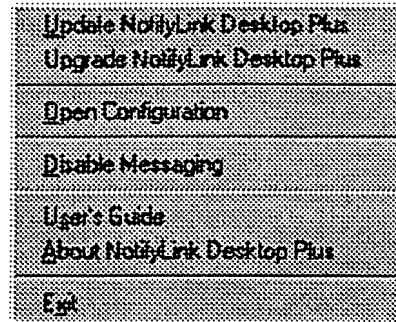
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## Part 2 - NotifyLink Desktop - PC

## Section 8 - System Tray Menu

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NotifyLink Desktop runs in your PC system tray. Various options are available when you right-click on the NotifyLink Desktop icon in the system tray, as shown in Figure 2.



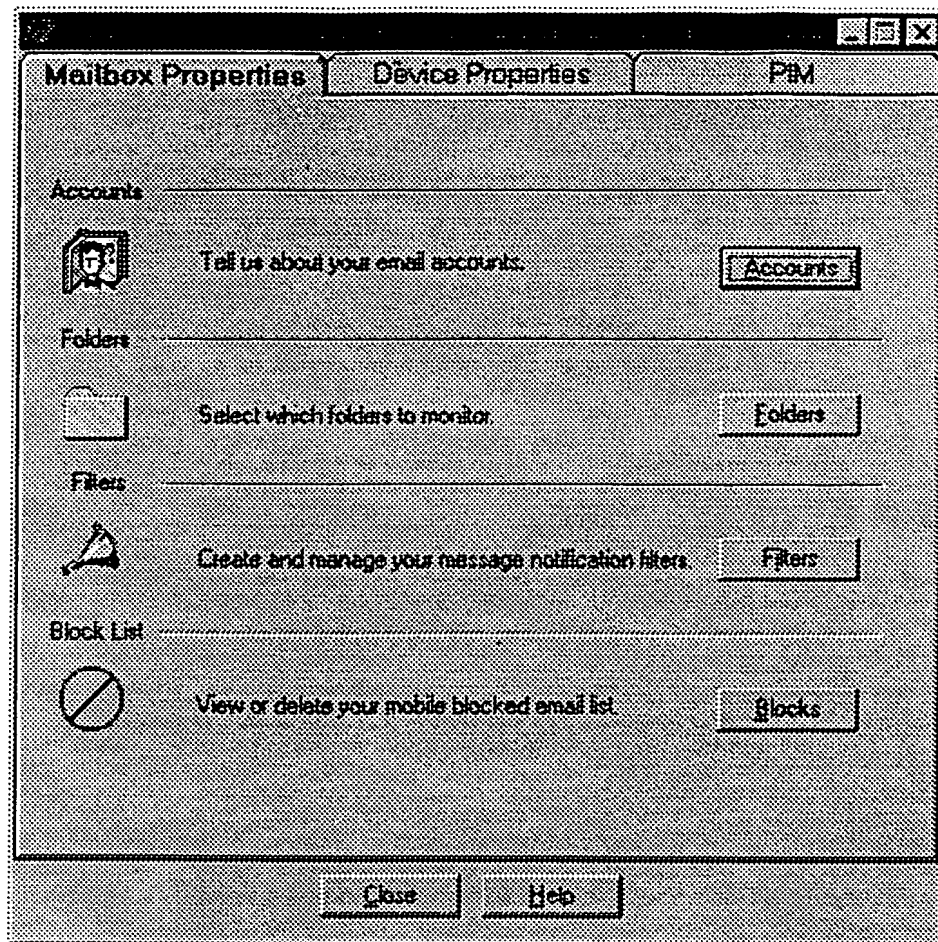
**Figure 2**

- **Update NotifyLink Desktop:** This menu option checks for software updates to the NotifyLink Desktop. If a new version is found, NotifyLink Desktop automatically performs an update. **Note:** When the application is launched, your software automatically checks for updates every 30 days. If a newer version is found, you may be required to restart your PC.
- **Upgrade NotifyLink Desktop:** This menu option is for users who have not yet upgraded their NotifyLink Desktop software. To upgrade, enter the Product Key you were provided when you purchase your upgrade.
- **Open Configuration:** This menu option allows you to open the NotifyLink Desktop software to modify your current settings. **Note:** Email notification is disabled while you are in **Open Configuration**.
- **Disable Messaging/Enable Messaging:** This menu option allows you to enable or disable emails from being sent to your wireless device. To enable messaging, right click on the NotifyLink Desktop icon and select **Enable Messaging**. To disable messaging, right click on the NotifyLink Desktop icon and select **Disable Messaging**. **Note:** The Disable Messaging feature overrides the screen saver activation feature.
- **User's Guide:** This menu option enables you to view the User's Guide online. **Note:** Your PC must be currently connected to the Internet to view the User's Guide online.
- **About NotifyLink Desktop:** This menu option enables you to view the About notes for the NotifyLink Desktop software.

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## Section 9 - Mailbox Properties Screen

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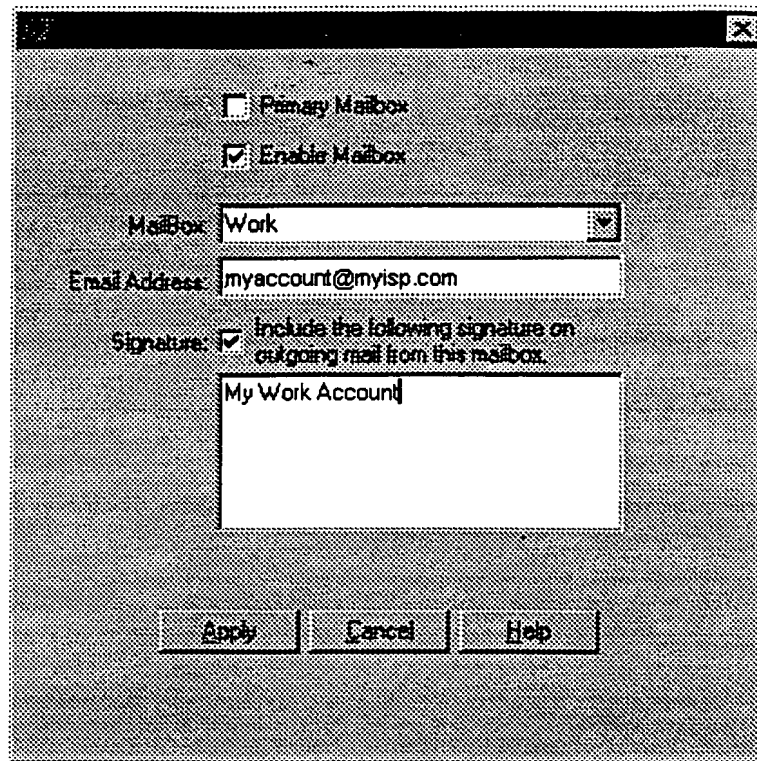
**Figure3**

## **Accounts**

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### **To Manage Your Account Options:**

1. Right click on the NotifyLink Desktop icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Accounts**. The screen shown in Figure 4 is displayed.



**Figure 4**

When opened, the configuration screen contains email information found during the installation process of the NotifyLink Desktop software. If you are using an Exchange Server, you must enter your default SMTP address used on the server. If you later add additional email accounts within your default email software, NotifyLink Desktop detects and adds those accounts the next time you start the program.

You may receive notification of email messages from multiple email accounts on your wireless device, but you must select which ones by enabling the checkbox for each account.

### **Defining Accounts**

For *each* account that NotifyLink Desktop detects, you may specify the following:

- **Mailbox:** A name identifying your mailbox (e.g. - Office or Home). Mailbox names are limited to 8 characters.
- If only one email account is being used for messages to your device, NotifyLink Desktop shows your default mail account.

If only one email account is being used for messages to your device, NotifyLink Desktop shows your default mail account.

Some individuals have more than one email account. MyMail detects various accounts and assigns a generic name for each. You can highlight each and rename. This helps you identify which account received the message.

- **Email Address:** MyMail Desktop detects any email addresses that you have defined in your email client software. These accounts may have been detected on First Time Setup if they were present at the time. If so, they correspond with the Mailbox name you had defined.

**You have three options for each email address:**

- **Primary Mailbox:** Check this box to apply settings to the currently selected email account. This option is not shown on the default account or if you have one account.
- **Enable Mailbox:** You may enable or disable individual mailboxes. If you want NotifyLink Desktop to check this mailbox for messages, check **Enable Mailbox**. If you want to temporarily prevent NotifyLink Desktop from notifying you of messages in this mailbox, *do not* check **Enable Mailbox**.
- **Signature:** If you would like outgoing messages from your device to include a signature, check the **Signature** box and fill in the area below. This text is appended to the outgoing mail from the selected Mailbox. Your Signature is the text that you type in the Signature box. **Note:** If you utilize the signature feature on your device and you place an additional signature in this field, your outgoing messages will have 2 signatures.

When finished, select **Apply** to set any changes and **OK** to return to the **Mailbox Properties** screen.

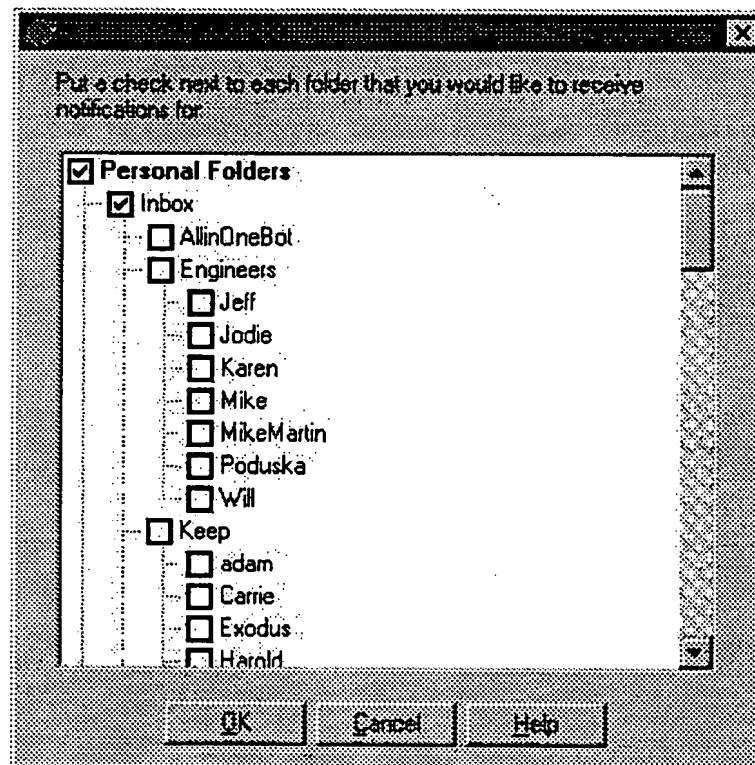
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## Folders

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MyMail continually scans folders for new email. By default, it scans only the Inbox. If all of your emails go directly into your Inbox, skip this section. **Note:** This feature is not available if you are using Outlook Express, Netscape Communicator or Eudora.

When you use the "Outlook rules" feature, certain emails are automatically moved to specific folders. You may prefer to be notified when email arrives in those folders. If you organize email into separate folders by using "rules", the Folders option in NotifyLink Desktop allows you to select which folder(s) you want monitored. NotifyLink Desktop searches all of the selected folders for new email and, if it meets the criteria you have defined in NotifyLink Desktop's configuration, the emails are forwarded to your wireless device. For example, this feature could be used when you have separate sub-folders for each of your co-workers and your boss. By filtering, you can specify which individual's emails are forwarded by NotifyLink Desktop to your wireless device.



**Figure 5**



1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Folders**. The screen shown in Figure 5 is displayed and shows all the Folders that have been created by you on your PC.
5. Place a check in the box to the left of the folder to enable it. **Note:** The main folder Inbox *does not* need to be activated for the personalized subfolders under it to be selected, they are separate folders.
6. When finished, select **OK** to save your changes and close the Folders window.

**Note:** Your root folders (denoted in bold letters) are automatically checked and cannot be unchecked. This allows NotifyLink Desktop to monitor any additional folders that you may add in the future.

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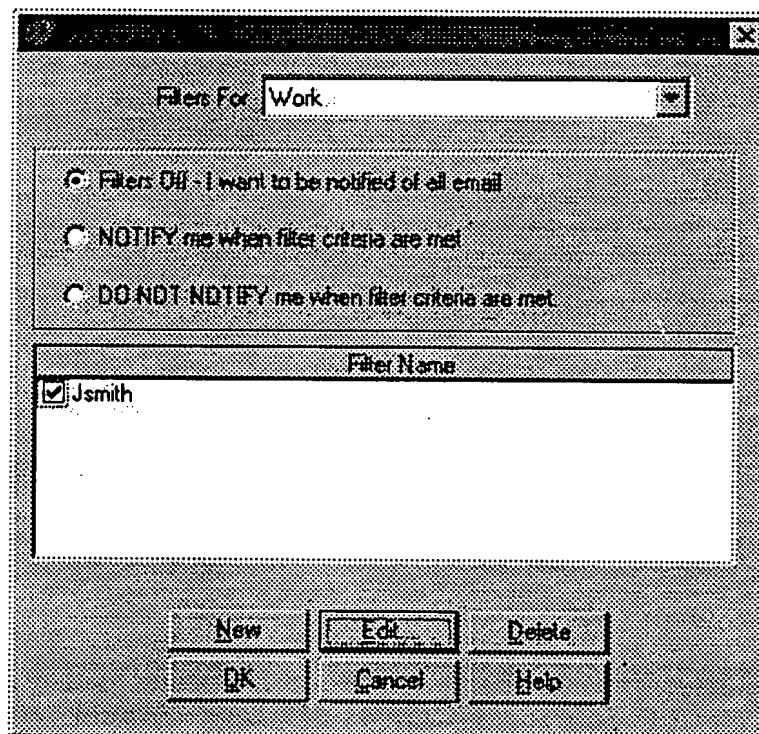
## Filters

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It is recommended that you learn more about the types of email you do not want forwarded to your device before setting up Message Filters.

The Message Filters Screen allows you to control which messages are sent to your wireless device. For each mailbox account, you may specify criteria to define which emails you don't want to receive, or set criteria for those emails you want to receive.

Because Filters are specific for each Mailbox, before creating a New Filter, you must select the Mailbox you want the Filter setup for. When editing the filter make sure to specify the correct Mailbox from the drop down menu before proceeding.



**Figure 6**

You may select from several different filter options.

## **Setting Up Message Filters**

### **To Setup the Message Filter Criteria:**

1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the NotifyLink Desktop icon on your PC or launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the desired mailbox from the **Filters For** drop down menu, shown in Figure 6.
6. Select **New**. This creates a new **Default Filter** in the **Filter Name** window, as shown in Figure 6.
7. Select the new filter then select **Edit** to open a new window, as shown in Figure 7.
8. In the Filter Name field enter a new filter name. This helps you to identify this filter in the future.
9. Define your filter criteria.

## **Define Filter Criteria**

Select the criteria that you want to use to filter your mail:

Filter Name Jsmith

Filtering is disabled.

☒ The Email Came From: jsmith@isp.com

☒ The Subject of the Email Contains: Work

☐ The Body of the Email Contains:

☐ The Email Was Sent To:

☐ Recipient Types are: ☐ Sent to me ☐ CC to me ☐ BCC to me

☐ Importance: Normal

☐ Sensitivity: Normal

**Figure 7**

- **The Email Came From:** You may enter one email address, or multiple email addresses separated by a space, comma or semicolon. By using the Lookup button, you may access addresses contained in your email software address book. Filter matching is exact. In other words, you must enter the "Reply to" email address exactly as it is shown on emails which you receive.
- **The Subject of the Email Contains:** You may enter any word(s) separated by a space, comma or semicolon. Filter matching is exact. If you enter more than one word, then **all** of the words (in any order or placement) must be matched for the filter criteria to be met.
- **The Body of the Email Contains:** You may enter any word(s) separated by a space, comma or semicolon. Filter matching is exact. If you enter more than one word, then **all** of the words (in any order or placement) must be matched for the filter criteria to be met.

- **The Email Was Sent To:** You may enter one email address, or multiple email addresses separated by a space, comma or semicolon. By using the Lookup button, you may access addresses contained in your email software address book. Filter matching is exact. In other words, you must enter the "Reply to" email address exactly as it is shown on emails which you receive.
- **Recipient Types are:**

- **sent to me:** This feature matches email that is in the to: field of the email address.
- **cc: to me:** This feature matches email that is in the cc: field of the email address.
- **bcc: to me:** This feature matches email that is in the bcc: field of the email address.

- **Importance:** This feature is not supported in all email software packages and works only if your software *and the sender's software* supports it. You may select **Normal**, **High** or **Low** as the minimum importance of the messages for your filter. **Note:** Messages AT or GREATER than the importance option that you select meets the filter criteria, (e.g. messages marked **Normal** do not meet the criteria if **High** is selected.)

- **Sensitivity:** This feature is not supported in all email software packages and works only if your software *and the sender's software* supports it. You may select **Normal**, **Personal**, **Private** or **Confidential**. **Note:** Only messages marked with the specific option that you select meets the filter criteria, (e.g. messages marked **Confidential** do not meet the criteria if **Private** is selected.)

### **Tips For Multiple Fields Within One Filter**

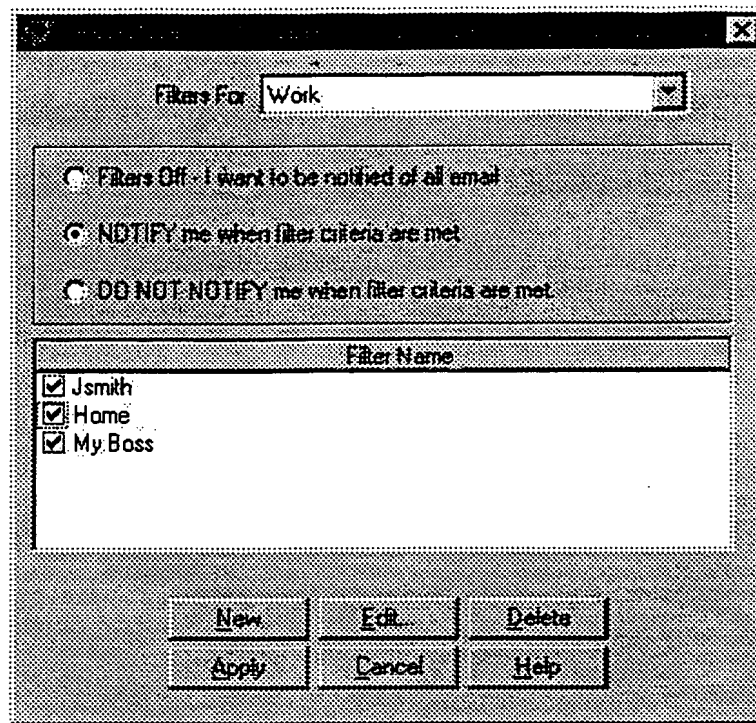
You may select one or more types of filter criteria. When using multiple criteria, **ALL** fields that you selected must match the email. For example, The email Came From "jsmith@isp.com" **AND** The Subject of the email Contains "Work".

10. After you are finished selecting your filter criteria, click **OK** to return to **Filters**.

Repeat steps 1 - 10 for each filter that you want to set up. Figure 8 shows that 3 filters were setup.

After you have finished setting up your filters, you may choose from one of three options for using them.

1. **Filters Off** - I want to be notified of all email
2. **NOTIFY me** when filter criteria are met
3. **DO NOT NOTIFY me** when filter criteria are met



**Figure 8**

### **Select the Filter Option**

Select the option that you want for your filters and check the box next to the filter name you would like this option to apply to. **Note:** You may deselect the checkbox next to any filter name to disable the filter. When finished select **Apply** to save the changes, and **OK** to close the Filters window.



### **Tips For Multiple Filters**

You may create multiple filters, as shown in Figure 8. If you have Multiple filters defined, NotifyLink Desktop follows your selected option (Notify me or Do Not Notify Me) when at least one of your filters is matched.

**For Example:** When the email matches ONE or ALL of your defined filters, as shown in Figure 8, Jsmith OR it matches Home, OR it matches My Boss, then the appropriate action is taken.



### **Editing Message Filters**

To modify your existing email filters

1. Right click on the NotifyLink Desktop icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the desired mailbox from the **Filters For** drop down menu.  
In the **Filter Name** window, select the name of the filter you want to edit.
6. Select **Edit**.  
Make your changes in the **Filter** information box(s).
7. Select **OK** to set and return to **Filters**.
8. Verify the box next to the filter name is checked to enable the filter.
9. Select **Apply** if you have made changes, or **OK** to close the Filters window.

## **Deleting a Message Filter**

To delete a message notification filter

1. Right click on the NotifyLink Desktop icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the correct mailbox from the **Filters For** drop down menu.  
In the **Filter Name** window, select the name of the filter you want to delete.
6. Select **Delete**.
7. Select **Yes** to confirm you want to delete the filter and to return to the Filters window, or **NO** to cancel and return to the Filters window

**Note:** To save a filter for future use, deselect the checkbox next to the filter name to disable it, rather than deleting it.

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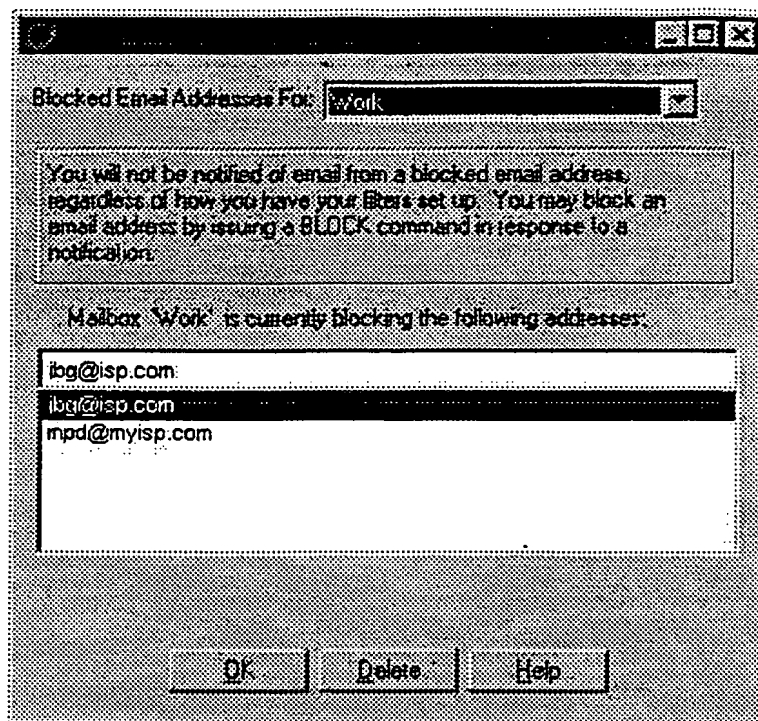
## **Block**

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Blocks in the NotifyLink Desktop program are really an interactive filter builder. Block prevents NotifyLink Desktop from forwarding emails from a specific email address to your device. As you receive emails on your device, you can respond to the message with a custom reply of **block**. From then on, when an email from that address arrives in your PC inbox, it is not forwarded to your device. It remains in your inbox on your desktop. You may however, revisit this section at a later time and **unblock** any addresses, thereby allowing messages from that specific sender to once again be forwarded to your device.

The **unblock** command can be used to unblock an address you want to receive messages from.

**Note:** The list of Blocked email addresses as shown in Figure 9, found in your configuration application, can be added to your wireless device in response to unwanted email. NotifyLink Desktop does not allow blocks to be added to the list from your PC. However, you can delete a blocked email address from the list from your PC, or from your wireless device by issuing the **unblock** command.



**Figure 9**

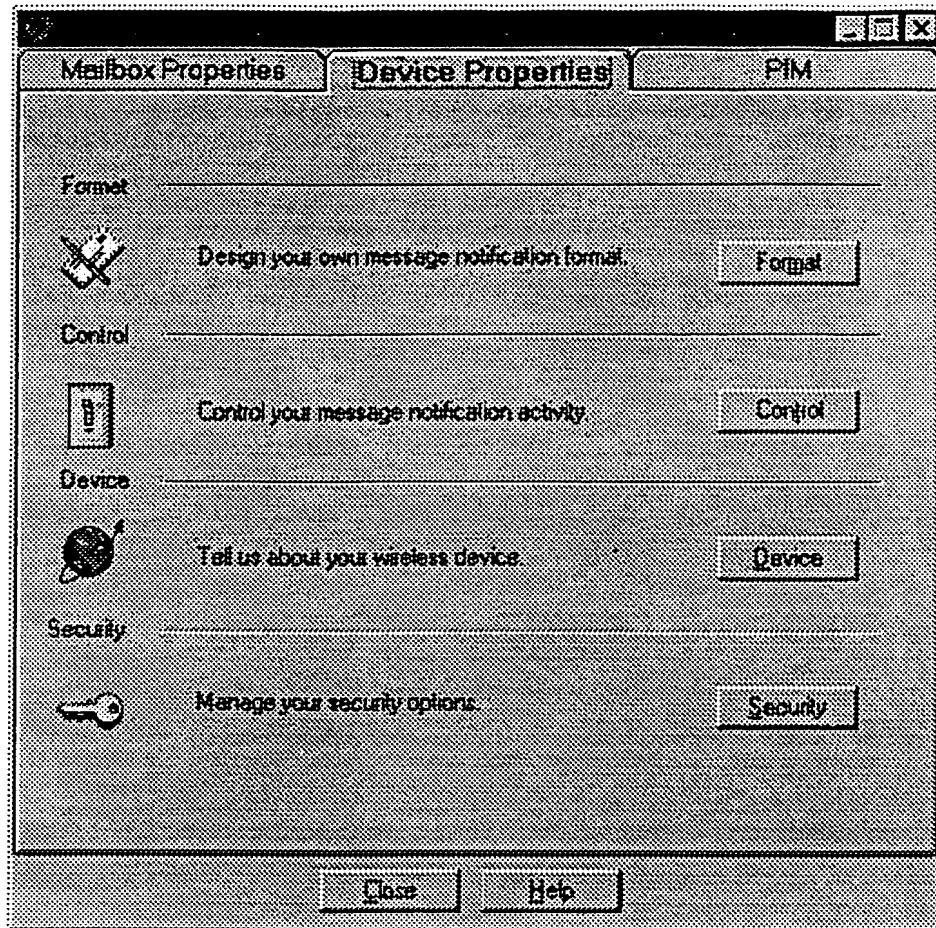
### **To View or Delete an Address From Your List of Blocked Email Addresses**

1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Blocks**.
5. Select the correct mailbox from the **Blocked Email Addresses For** drop down menu.
6. To **Delete** a **Block**, select the name of the address you want to delete, then select **Delete**.
7. Select **Yes** to confirm you want to delete the **Block**.
8. Select **OK** to close the window.

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## **Section 10 - Device Properties Screen**

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**Figure 10**

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## **Format**

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The Message Format Screen, as shown in Figure 10, allows you to specify and change what information and how much information you want on your wireless device. You can choose all or only select parts of your email. These are set for each Mailbox account.

This is where you may specify what elements are taken from the original email and forwarded to your device. The more header information you receive, the less text of an email you will be able to view. You need to complete these fields for each mailbox that forwards email to your device. You may find that you revisit this location frequently.

### **Include in Message Field**

These features determine what information is included with emails sent to your device. Keep in mind that every option you select counts as a portion of the number of characters sent to your device.

- **Mailbox Name:** This option is not applicable to this version.
- **Sender's Name/Address:** It is recommended that you check this box if you want to see the name and email address of the original sender of the email.
- **Subject:** Check this box if you want to view the subject of an email being received on your device.
- **Date:** Check this box if you want to view the date of an email being received on your device.
- **Time:** Check this box if you want to view the time of an email being received on your device.

- **Remaining Characters:** Check this box if you would like to view the number of remaining characters in an email being received on your device.
- **Attachments** - Although you are not able to read the Attachment on your wireless device, the following options are available for your message notifications:

### **Attachments**

- **Send No Attachment Info:** Prevents any attachment information from being sent to your wireless device
- **Number of Attachments:** Provides the number of files attached to the email that was sent to your wireless device
- **Attachment Names:** Provides the names of the files attached to the email that was sent to your wireless device
- **Attachment Size:** Provides the size in Kilobytes of the files(s) attached to the email that was sent to your wireless device. This information can be enabled for both Number of Attachments and Attachment Names options. If you select either of these two, you may place a check in the box for the Attachment Size. **Note:** this option can only be selected when you have placed a check in the box next to either the Number of Attachments or the Attachments Names options.

### **Message Body**

From the Message Body section in Format, as shown in Figure 11, you may select the following:

- **Send No Body:** Prevents the email body from being sent to your wireless device
- **Send Partial Body:** Forwards a portion of the email body to your wireless device. Use the arrows in the Notification Size box to select the number of desired characters. The maximum number you can select is dependent upon the billing package for your wireless device service.
- **Send Full Body:** Forwards the full email body, up to the maximum number of characters allowed by your wireless carrier. **Note:** Check with your wireless provider for billing plans, restrictions, and additional information.
- **Notification Size:** The total number of email characters forwarded to your wireless device for each email. Using the up and down arrows, you may select the number of characters that you want to receive for each email notification. **Note:** If you include more information in your email notification header, fewer characters are available for the body of the email to be viewed on your device. For example, if you select 100 characters for the Notification Size, you will not be able to see much of you email message body.
- **MORE Command:** This is a command allows you to issue a reply from your device to receive more characters of an email. When sending a more command from your wireless device there are two ways the message can be sent. Select one of the following two options. The first option sends the message in increments according to the number of characters specified in the Notification Size setting. The second option sends the maximum number of characters, which are 500 for most wireless devices.



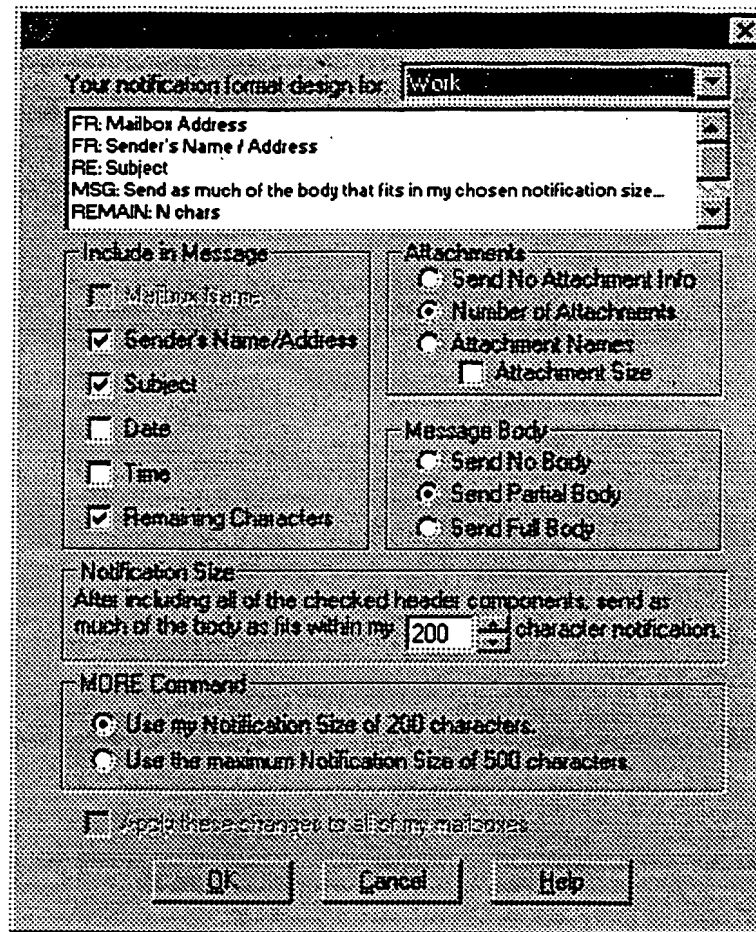


Figure 11

### Customize Your Message Format

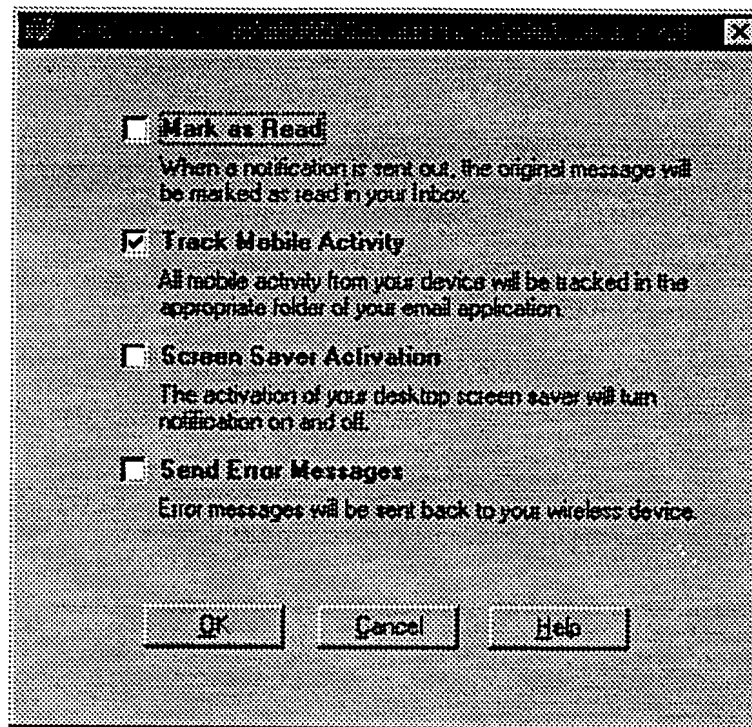
1. Right click on the NotifyLink Desktop icon (🔌 or 📧) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Format**.
5. Select the **Mailbox** name for the account you wish to design the Notification Format for from the drop down menu, as shown in Figure 11.
6. Place a check in the box(es) next to the information you want to include in your email notification. In the preview window, NotifyLink Desktop enables you see changes to the email Format.
7. Select **Send No Attachments**, **Attachment Names**, or **Number of Attachments**. Select the additional information of the attachment size by placing a check a check in the box adjacent to this option.
8. Select **Send No Body**, **Send Partial Body**, or **Send Full Body**. **Note:** Check with your wireless provider for billing plans, restrictions, and additional information.
9. Select the **Notification Size**, (from 100 to 500) you want to receive for each email notification. **Note:** This is the "total size" of your email notification, including all header information along with the body of your message. Your wireless carrier governs the maximum number of characters that can be sent per notification.
10. Select the amount of characters that you want to receive when you use the **more** command. You may choose to receive the same number of characters as your Notification Size in 9 above, or you may choose to receive the maximum amount of characters allowed by your carrier.
11. When finished, select **Apply** to save changes and **OK** to return to the **Device Properties** Screen.

## Control

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The **Control** options screen allows you to set options that effect all accounts, refer to Figure 12.

- **Mark As Read:** When this box is checked, as new email arrives in your Inbox and is forwarded to your device, it automatically becomes a read item in your Inbox on your PC. **Note:** This feature is not available if you are using Outlook Express, Netscape Communicator or Eudora.
- **Track Mobile Activity:** When Track Mobile Activity is selected, all activity of the NotifyLink Desktop is tracked in your PC inbox and Sent items. When email is forwarded to your device, NotifyLink Desktop places the additional email into your Sent Items folder on your PC. When you originate or forward an email from your device, that email appears in your Inbox on your PC. Deselection of Track Mobile Activity causes all notification emails sent to and created by NotifyLink Desktop to be automatically cleared from the Inbox and Sent Items folders. **Note:** This feature is not available if you are using Outlook Express, Netscape Communicator or Eudora.
- **Screen Saver Activation:** Selection of this box causes NotifyLink Desktop to automatically forward new emails to your device when you have disabled messaging and the screen saver on your PC activates. This can be useful when you spend time at your desktop PC and don't want to receive messages until your Screen Saver activates. **Note:** Remotely disabling messaging overrides the Screen Saver Activation.
- **Send Error Messages:** When checked, this feature sends your wireless device an error message in the event that you have typed in a command incorrectly or performed a user error.



**Figure 12**

### To Control Your Message Notification Activity

1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Control**.

5. Select **Mark as Read** by placing a check in the box to the left or disable by leaving the box to the left empty. **Note:** This feature is not available if you are using Outlook Express, Netscape Communicator or Eudora.
6. Select **Track Mobile Activity** by leaving the box to the left checked or disable **Track Mobile Activity** by deselecting the box to the left. **Note:** This feature is not available if you are using Outlook Express, Netscape Communicator or Eudora.
7. Select **Screen Saver Activation** by placing a check in the box to the left or disable by leaving the box to the left empty.
8. Select **Send Error Messages** by placing a check in the box to the left or disable by leaving the box to the left empty.
9. When finished, select **OK** to save your selections and return to the **Device Properties** Screen.

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## **Device**

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This is a great place to verify that all of the information is correct: Service Provider, Notification Device, Wireless Address, any aliases. This screen displays the settings that were created when you went through First Time Setup.

### **To View Your Wireless Provider Information**

1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Device**.

The screenshot shows a dialog box titled "Device Properties" with a close button (X) in the top right corner. Inside the dialog, there are four labeled text input fields: "Service Provider" containing "Your Service Provider", "Notification Device" containing "Pagewriter/Timeport Device Application" with a dropdown arrow, "Wireless Address" containing "5555555555", and "Wireless Address Alias" which is empty. Below these fields are six buttons arranged in three rows: "OK", "Cancel", and "Help" in the first row; "View Activity Log" and "Resynchronize" in the second row; and "Install Device Application" in the third row.

**Figure 13**

- **Service Provider:** This is the name of the wireless service provider from which you bought your wireless device, and that provides your messaging service. This option cannot be modified.
- **Notification Device:** This is the name of the device that receives your NotifyLink Desktop message notifications.
- **Wireless Address:** This is your Personal Identification Number (i.e. the telephone number of your messaging device).
- **Wireless Address Alias:** If your Wireless Device has been assigned an alias, enter the alias here. This information is required so the PC can identify your Wireless Device when you send messages. Your carrier, not NotifyLink Desktop, creates and enables your Alias.

- **View Activity Log:** You may view your Activity Log by selecting **View Activity Log**. This information provides the date and time of the transactions, the types of transactions and the number of characters associated with your transactions.

- **Clear Log:** This removes all data in the log.
- **Print:** This prints the log on your default printer
- **Export to File:** This allows you to save the log to a file in the same directory that NotifyLink Desktop is installed
- Select **Close** to return to the Device Information Screen

- **Resynchronize** is a feature which allows you to manually update your device after you have made any changes to your NotifyLink Desktop settings. This button should be pressed *after* you have made all changes. **Note:** this feature may take a few minutes before it updates your wireless device. Click **OK** to return to the previous screen.

- Select **Apply** to save any changes and **OK** to return to the Device Properties Screen

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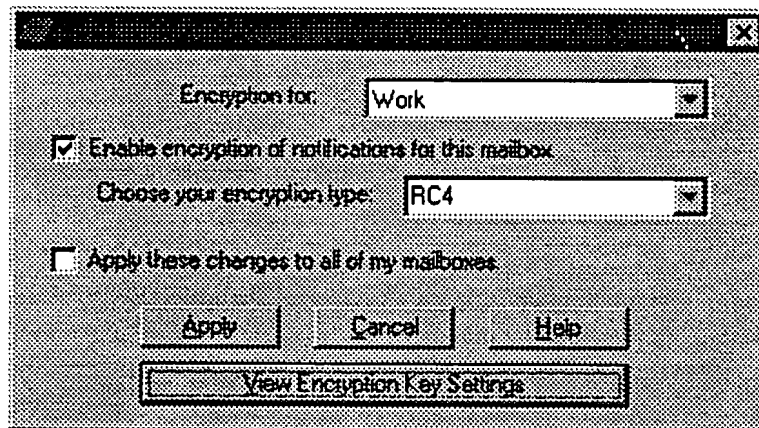
## Security

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**Encryption** is the process of making email notifications illegible to potential Internet eavesdroppers. Since knowledge is power, Encryption is used to keep our notifications private. Keys and the Encryption method determine how the notifications are transformed into an illegible state and vice versa. The user can generate random keys through the movement of their mouse for the **Encryption Type** (methods of making notifications illegible) known as **RC4-compatible**. **RC4** is a well-known commercial algorithm.

### To Set Up Your Security Information:

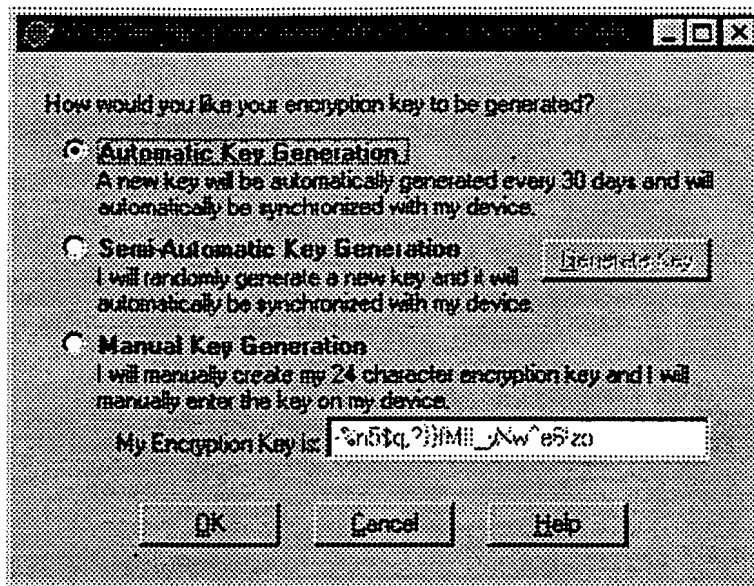
1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Security**.
5. Select which Mailbox for which you want to setup the Encryption.
6. Place a check in the **Enable Encryption of notifications** box, as shown in Figure 14.
7. **RC4 Encryption Type** is pre-selected in the drop down menu.
8. Click on **View Encryption Key Settings**. The screen shown in Figure 15 is displayed.



**Figure 14**

9. Select how you would like your **Encryption Key** to be generated:

- If you select **Automatic Key Generation**, a new key is automatically generated every 30 days and automatically synchronized with your device.
  - If you select **Semi-Automatic Key Generation**, select **Generate New Key** and NotifyLink Desktop generates a key from the movement of your mouse - then asks you to click the **OK** button.
  - If you select **Manual Key Generation**, you must manually create a 24 character key. **Note:** This must also be done on your wireless device.
  - Select **Apply**, then **OK** to save any changes then **OK** to return to the **Security Settings** window.
10. If you would like the same settings for all of your mailboxes, check **Apply these changes to all of my mailboxes**.
11. Click on **Apply**, then **OK** to save any changes and **OK** to return to the **Device Properties** window.



**Figure 15**

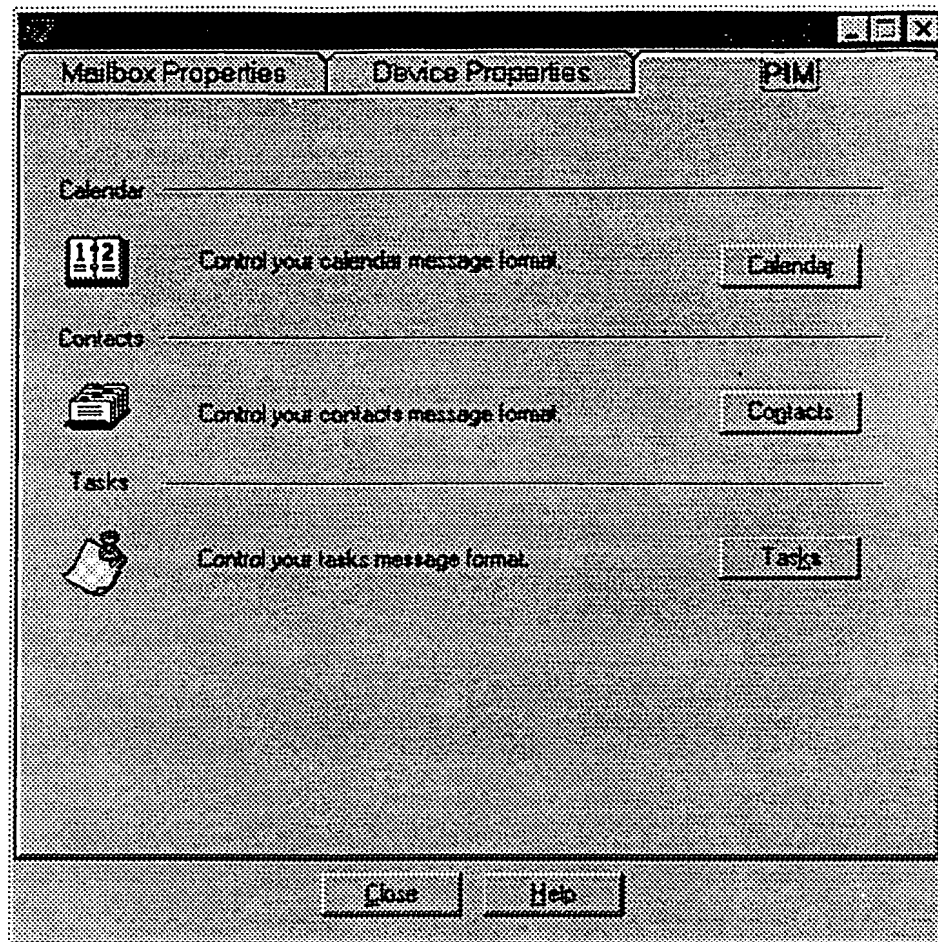
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## Section 11 - PIM (Personal Information Manager)

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Personal Information Manager is a tool that works with your Microsoft Outlook (PIM). **Note:** This feature is not available if you are using Outlook Express, Netscape Communicator or Eudora.

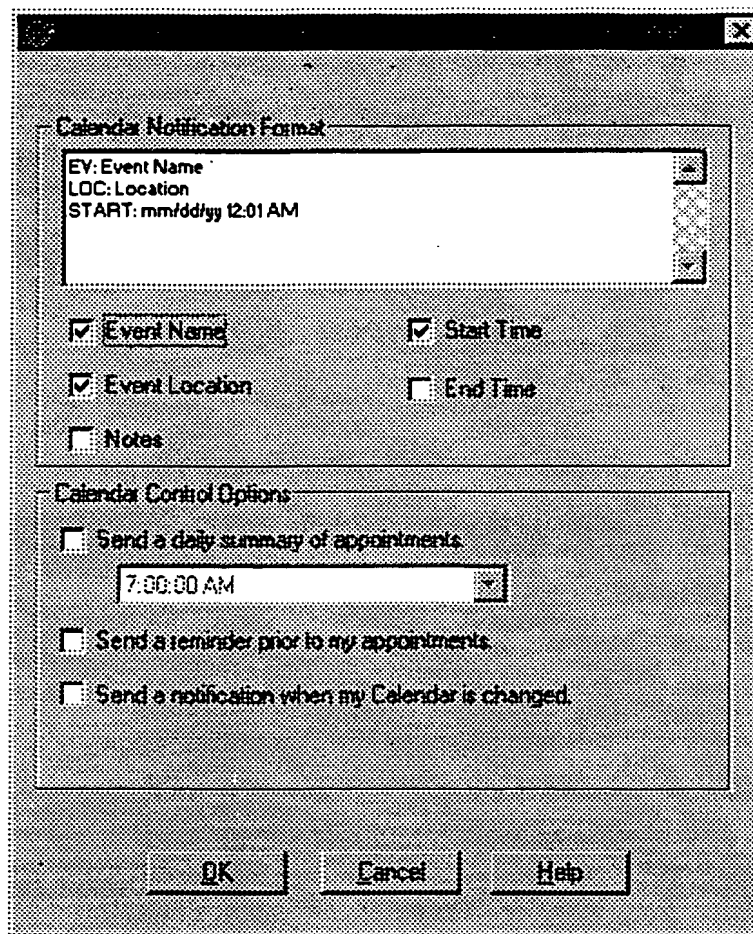
PIM queries allows you to send commands to your PC, in order to interact with Microsoft Outlook's PIM information. Specifically, you may send messages to search your "Calendar", "Contacts", or "Tasks" folders, and have this information returned to your wireless device. You may set your PIM controls using the screen shown in Figure 16.



**Figure 16**



### **Calendar**

The Calendar query allows you to search Microsoft Outlook's "Calendar" folder remotely. A calendar event can be searched for by the date of the event. Each event for that day that has not yet occurred is returned to the wireless device.



**Figure 17**

**To Define or Make Changes to Your Calendar Settings:**

1. Right click on the Motorola MyMail Desktop Plus icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail.
3. Select **PIM**.
4. Select the **Calendar** and the screen shown in Figure 17 is displayed.
5. Place a check in the boxes next to the information you want to include in the Calendar notification you receive on your wireless device. **Note:** You may view the changes to the calendar Notification Format in the preview window.
  - **Send a daily summary of appointments:** If you select this option, you must also select the time of day you would like all Calendar notifications sent to your wireless device for each day. Each event is sent as a separate notification. It is recommended that you choose a time that best fits your schedule. **Note:** The first time that you select this option, NotifyLink Desktop sends all appointments you have defined in your Outlook Calendar for the entire day and any appointments which are 24 hours old.
  - **Send a reminder prior to my appointments:** If you select this option, a reminder is sent to your wireless device informing you that you have an appointment. **Note:** You must have the default reminder option selected in Outlook for this event. The reminder is sent to your wireless device **5 minutes** before the reminder option in Outlook.

For example: If you have your default reminder option set to 15 minutes in Outlook, the notification is sent to your wireless device 20 minutes before the appointment start time.

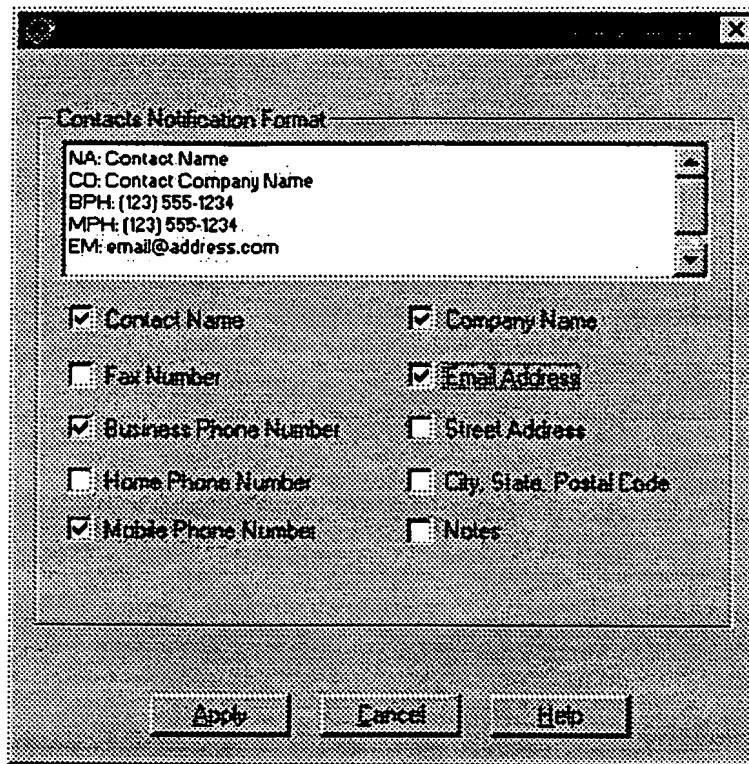
- **Send a notification when my Calendar is changed:** in the event that your Calendar is changed, a notification is sent to your wireless device informing you of the change.



6. Select **Apply** to save any changes and **OK** to return to the **PIM** tab.

## Contacts

The Contact query allows you to search Microsoft Outlook's "Contacts" folder. You can search for a Contact by either name first or last name, email address, or phone number.



**Figure 18**

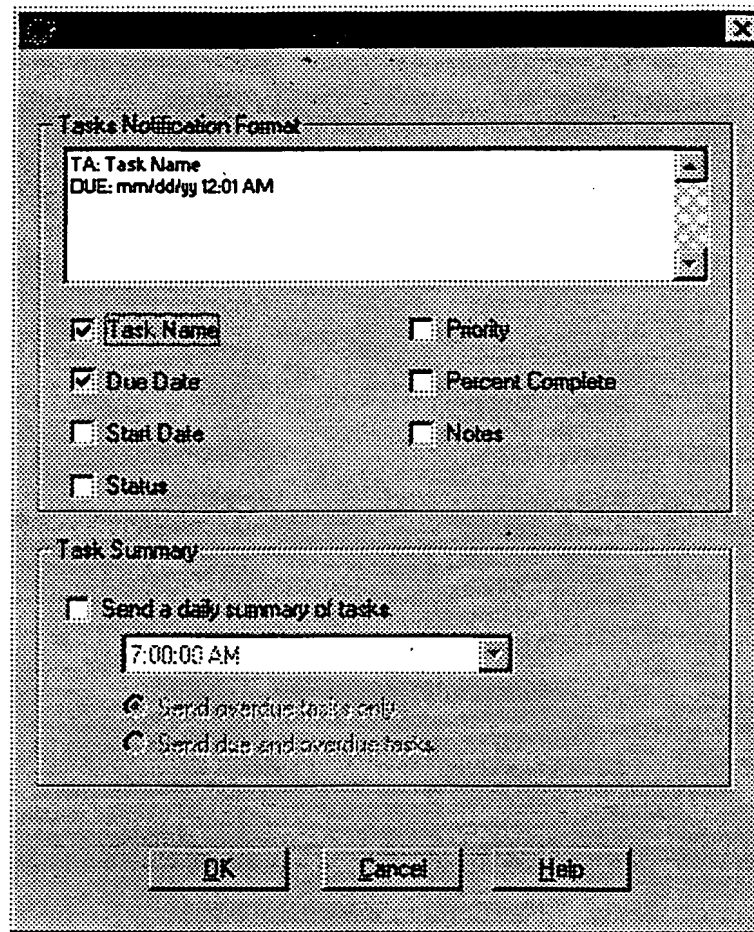
## To Define or Make Changes to Your Contacts Settings:

1. Right click on the NotifyLink Desktop icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Desktop through Start/Programs/Motorola MyMail.
3. Select **PIM**.
4. Select **Contacts** and the screen shown in Figure 17 is displayed .
5. Place a check in the boxes next to the Contact information you want to include in the Contact notification to your wireless device. **Note:** You may view the changes to Contact Notification Format in the preview window.
6. Select **Apply** to save any changes and the **OK** button to return to the **PIM** tab.

## Tasks



The Tasks query allows you to search your Microsoft Outlook's "Tasks" folder. You may search for a task by start date or due date. Depending on the search method, each task that starts on that specific day or ends on that specific day is forwarded to your wireless device.





**Figure 19**

### **To Define or Make Changes to Your Tasks Settings:**

1. Right click on the Motorola MyMail Desktop Plus icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the icon on your PC or launch through Start/Programs/Motorola MyMail.
3. Select **PIM**.
4. Select **Tasks** and the screen in Figure 19 is displayed.
5. Place a check in the boxes next to the Tasks information you want to include in the Task notification to your wireless device. **Note:** You may view the changes to Tasks Notification Format in the preview window.
  - **Send a daily summary of tasks:** If you select this option, all tasks for the current day are sent to your wireless device in separate notifications. You must select the time of day in which to send the notifications out. (This time also defines the time that tasks are considered overdue/due.) You must also select whether to **Send overdue tasks only** or **Send due and overdue tasks**.
6. Select **Apply** to save changes and **OK** button to return to the **PIM** tab.

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## **Part 3 - NotifyLink Desktop - Wireless Device**

### **Section 12 - Main Menu**

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The NotifyLink Desktop Main Menu Screen shows the many options you have in NotifyLink Desktop. You may choose to: Read Mail, Write Mail, Send Commands, Preferences, interact with your desktop control, access your PIM, About or Exit, as shown in Figure 20.

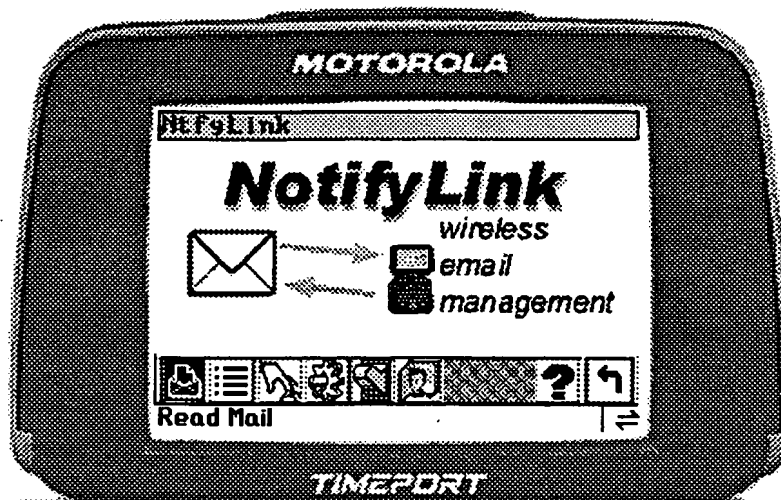


Figure 20

### **Read Function**

The Read function allows you to read and respond to incoming messages and to forward and to delete messages. It allows you to manage the Inbox and Outbox, user-defined mailboxes, Drafts, Trashcan, and the query-return folder(s) (for example, the Files folder).

### **Write/Send Mail Function**

The Write function allows you to compose a message using the QWERTY keyboard, import text from other applications. You can also choose to file the message as a Draft, where it can be sent or appended at a later time.

### **Commands**



The Commands function allows you to send a subset of the available commands. Only commands that apply to all mailboxes are displayed here.

### **Preferences**

**Note:** View and change preferences for sorting the inbox and display of the new message popup. By default, Display Popup and Sort by Date is set. From here, you can also access the Security Screen.

### **PC Access Function**

The PC Access feature in NotifyLink Desktop gives you the capability to manage certain operations on your desktop PC from your wireless device. Currently, you can send a command to find a file on your PC

and view the resulting matches in a files folder in your mailbox account. You can also attach the resulting File in an email. Other operations will be available in future versions.

### **Personal Info. Mgr.**

PIM lets you send queries to your Desktop PC to find Contacts, Calendar Entries and Tasks.

### **About**

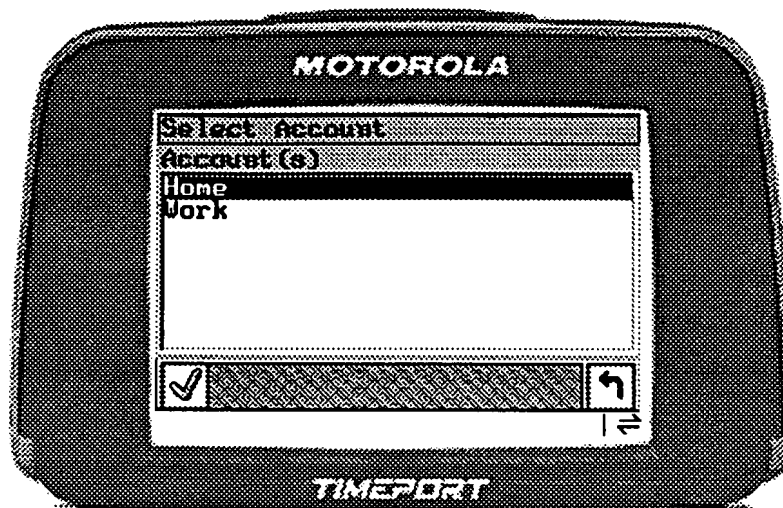
About shows you the version number of the NotifyLink Desktop application on your wireless device.

### **Exit**

Exit NotifyLink Desktop email application.

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## **Section 13 - Select Account Screen/Read Function**



**Figure 21**

**Note:** The screen shown in Figure 21 is displayed only when you have more than one email account.

When the Read Icon in the NotifyLink Desktop Main Menu is selected, you are presented with the Select Account Screen, which lists the current accounts that are registered. You select an account and then select the Open Button.

### **Open**

Open takes you to the Message Area Screen.

### **Cancel**

Cancel brings you back to the NotifyLink Desktop Main Menu.

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## Section 14 - Message Area Screen

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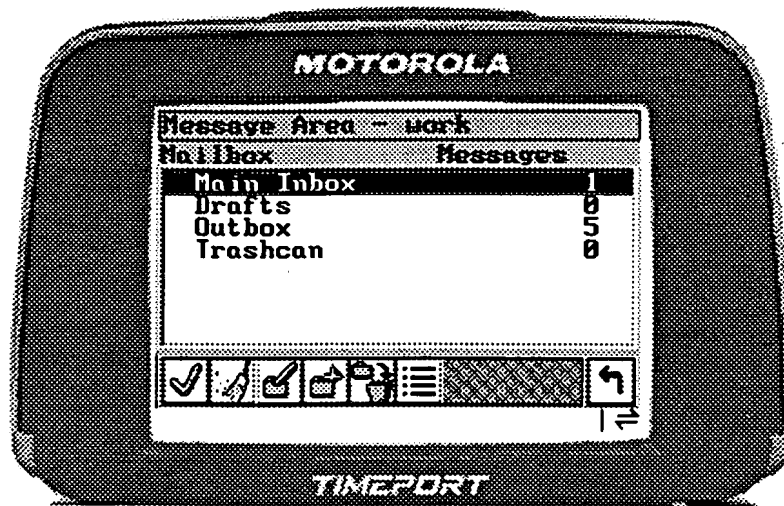


Figure 22

### Open

Figure 22 shows the Message Area screen. You select a mailbox by placing the cursor on the mailbox name and then pressing Enter or by pressing the first letter of the mailbox name and then Enter. You can also open a mailbox by highlighting it and selecting the Open toolbar button. Opening the mailbox displays a list of messages in that mailbox.

### Delete Read Msgs

Selecting **Delete Read Messages** from the Message Area Screen carries out a forced cleanup of the selected Inbox, and the status line reflects this by saying "Msgs Deleted." The Cleanup process deletes only read messages. The Outbox, Drafts, and Trashcan Files, Contacts are not affected by running the cleanup process. **Note:** the Files and Contacts folders is not displayed unless they have been generated by a search request.

### Customize

Selecting **Customize** from the Message Area Screen takes you through a customization session that acts on the currently selected Mailbox. There are two parts, but not all screens of customization apply to all mailboxes. Both of the screens in the session have Save and Cancel options and also have controls to move forward and back through the other screens in the customize session. **Note:** you will only get one screen if you have only one mailbox.

There are screens to:

1. Rename a mailbox (cannot rename system mailbox); and
2. Set Cleanup option for the mailbox.

### New InBox

Creates a new mailbox to receive incoming messages. This takes you through both screens of the customization process as described above. You can name the mailbox and set-up three keywords to filter incoming messages into this mailbox.

**Delete** 

Deletes a user-defined inbox the Files folder or the Contacts folder. The folder must be empty to be deleted.

**Write** 

Selecting Write takes you to the Write Screen where you can originate an email message.

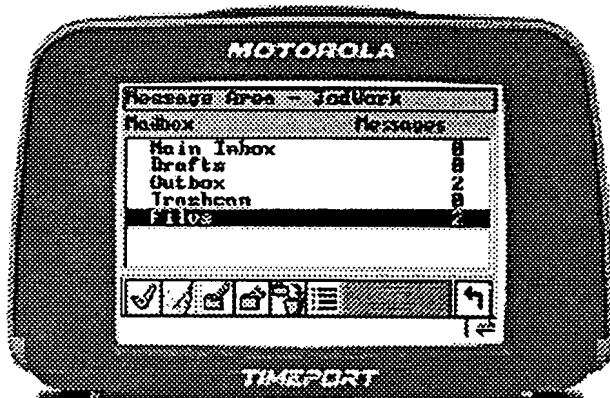
**Cancel** 

Exits to the Select Accounts Screen (or the MyMail main menu if you only have one account).

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## Section 15 - File Reports Screen

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**Figure 23**



**Figure 24**


If you have issued a Find command and the desktop software finds matching files on your PC, a new folder named "Files" is created in your Message Area. When you open the "Files" folder the found files are listed in the File Search Reports screen, as shown in Figure 24. (Only the results of your last find are stored.) If the file's path is too long to fit on the screen, the remaining characters are shown from the right-hand side.

The following options are available on the File Search Reports screen:

**Done** 

Returns to the Message Area Screen.

**Send** 

Selecting **Send** allows you to send the currently highlighted file. The Write Screen is opened and the current file is automatically attached as a file to send with the message. You can add additional files to the message by selecting the  'Add File' in the Write Screen.

**Delete** 

Deletes currently highlighted file information from your wireless device.

**Delete All** 

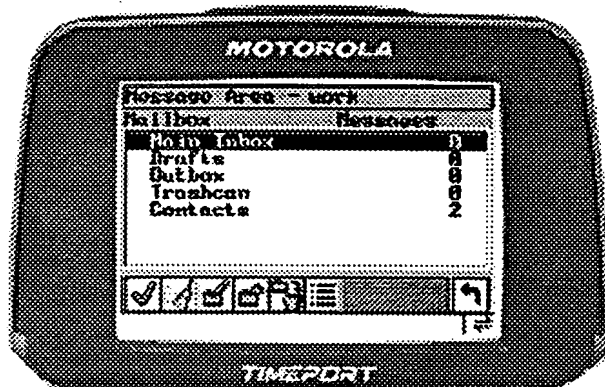
Deletes all file information from your wireless device. Once all files are deleted, the folder can be deleted.

**Cancel** 

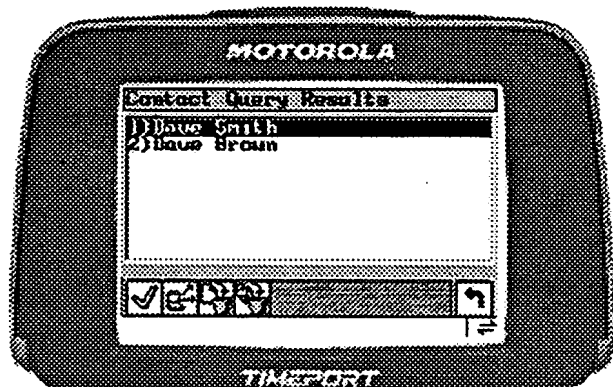
Returns to the Message Area screen.

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## Section 16 - Contact Query Results Screen



**Figure 25**



**Figure 26**

If you have issued a Contact query and the desktop software finds more than one matching Contact on your PC, a new folder named "Contacts" is created in your Message Area, as shown in Figure 25. When you open the "Contacts" folder the matching Contacts in the Contact Query Results Screen are displayed, as shown in Figure 26.

**Done** 

Returns to the Message Area screen.

**Send** 

Selecting **Send** sends a command to your PC to return the full information on the currently highlighted Contact. When your PC receives this command, a message is sent to the Contacts application with the Contact you selected. You need to respond to this message to store this person in your device contacts information. If you receive a popup with the Contact information, select Add to Contacts to store this

person in your device contacts information. If you read the message in the Read Inbox, select Move message.

**Delete** 

Deletes currently highlighted Contact.

**Delete All** 

Deletes all Contacts in this list.

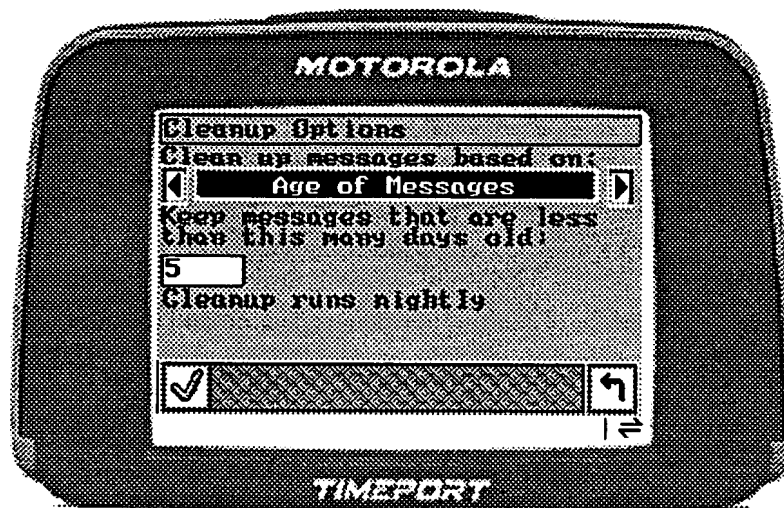
**Cancel** 

Returns to the Message Area screen.

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## **Section 17 - Cleanup Options Screen**

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**Figure 27**

The Cleanup Options screen, as shown in Figure 27, allows you to set the cleanup options for the current mailbox. The 3 options are: Age of messages, Number of messages, and No Cleanup.

If "Age of Messages" is selected, you may change the number of days for cleanup. An automatic cleanup is run at night to remove the messages from the mailbox that are older than the number of days that you have entered. The default value for a new mailbox is 5 days.

If "Number of Messages" is selected, you may change the number of messages before cleanup. The most recent messages are kept and as new messages come in that pass the limit, old messages are deleted. The default value for a new mailbox is 5 messages. (Note: the value cannot be set greater than 75 or less than the number of messages currently in the folder.)

Selecting "No Cleanup" leaves it up to you as to when to delete a message. Due to memory constraints, the maximum number of messages in a mailbox is 75. Even if "No Cleanup" is selected, old messages are deleted as the new messages cause the mailbox to exceed 75 messages.

**Save** 

Saves changes.

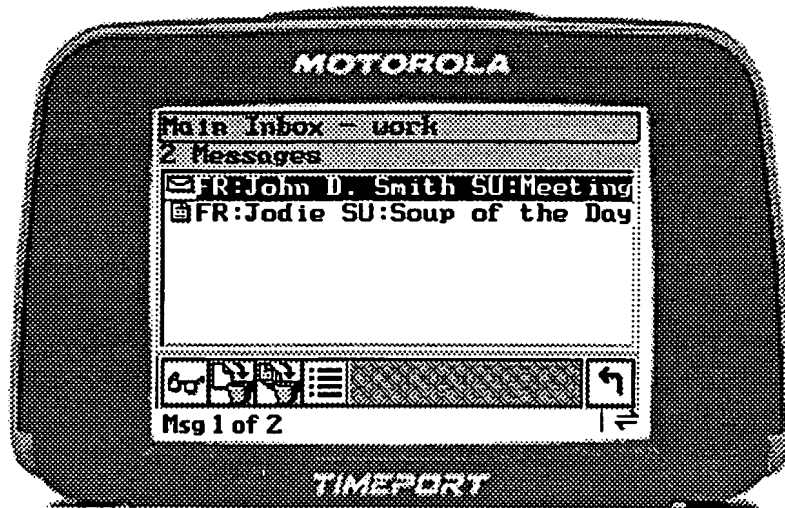
**Cancel** 

Exits the customization session.

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## **Section 18 - Main Inbox/Message List Screen**

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**Figure 28**

The messages in a mailbox are listed with the newest message at the top and oldest at the bottom by default, as shown in Figure 28. Each line in the list box contains an icon that indicates whether the message is read or unread, the sender's name, and the subject of the message.

**Open** 

You can open a message either by pressing **Enter** with a message highlighted or by tabbing down to **Open** and pressing **Enter**. If the current mailbox is an Inbox, opening a message takes you to the Main Inbox Message Screen. If the current mailbox is Drafts, you are brought to the Write Screen to finish the message and send it or resave it.

**Delete** 

Delete the current message to the Trashcan.

**Delete All** 

Delete all of the messages from the Mailbox to the Trashcan.

**Write** 



Selecting **Write** takes you to the Write Screen where you can originate an email.

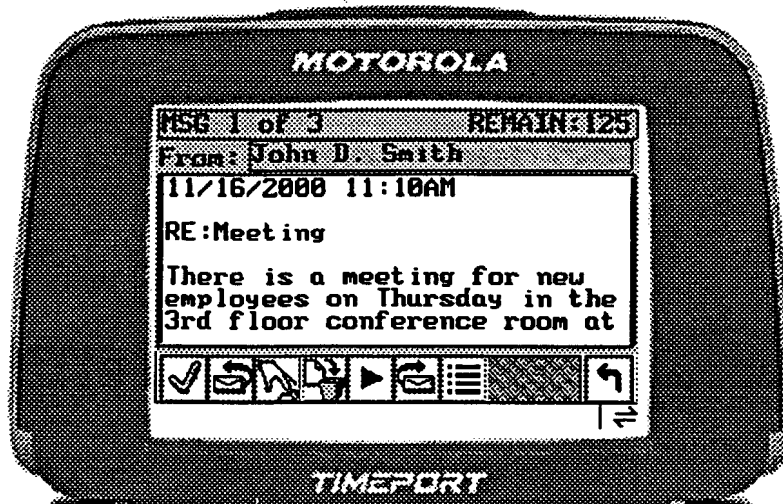
**Exit** 

Return to the Message Area  
Screen to select a different mailbox to view.

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## **Section 19 - Main Inbox/Message Screen**

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**Figure 29**

This  
Message Screen displays the notifications in the format that you selected when you registered.

**Done** 

Selecting **Done** takes you to the Main Inbox Screen.

**Commands** 

Selecting **Commands** displays the following list of commands:

- **more** - Request another section of the current message be sent to your device (only if there is remaining text).
- **all** - Request that notifications be sent to complete the message that you are currently viewing (only if there is remaining text).
- **unblock** - Unblocks a previously blocked address. Selecting **unblock** displays a screen for you to enter in an email address to unblock.
- **notify off** - Turns NotifyLink Desktop service off.
- **catchup** - Receives notification of messages that came into your mailbox while messaging was disabled.
- **notify on** - Turns NotifyLink Desktop on.

- **block** - Block notifications from the sender of the currently displayed message.
- **delete** - Instructs Motorola MyMail Desktop Plus to delete the email from your PC inbox and to place it into your deleted items folder.

### Delete

Deletes the current message to the MyMail device application Trashcan.

### Next Msg

Selecting Next Msg take you to the next message in your message list.

### Reply

Allows you to **Reply** to the message. You are then be taken to the Write Screen to type your reply. You may also select additional recipients for the message.

### Forward

Allows you to **Forward** the message. You are taken to the Forward Screen where you can type any additional text to forward and select recipients for the message.

### Write

Selecting Write takes you to the Write Screen where you can originate an email.

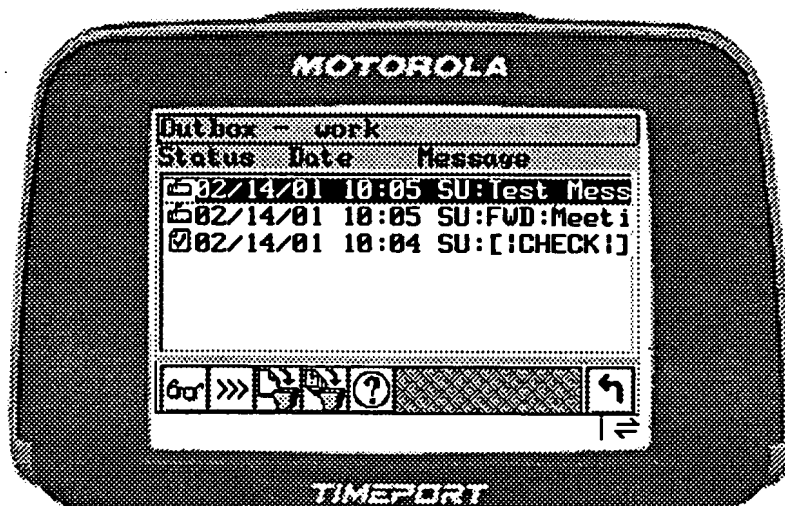
### Exit

Exits to the Message List Screen.

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## Section 20 - Outbox Screen

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**Figure 30**

As shown in Figure 30, there are three headings for the messages on this screen: Status, Date, and Message. Messages are displayed with an icon to indicate the current status, date and time the message was sent, and subject of the message. The most recently sent messages are at the top.

**Details** 

Selecting **Details** displays a screen that contains the details of the message that is currently highlighted. The Details include the body of the sent message and the e-mail address(es) of the recipient(s) or the MyMail command.

**Resend** 

Resends the currently highlighted message. Can be used if the original send failed or even if it was successful. If the message is still pending or still in process, this option does nothing.

**Delete** 

Selecting **Delete** deletes the selected message from the device. Messages deleted from the Outbox do not go to the Trashcan.

**Delete All** 

Deletes all messages from the Outbox. Messages that are deleted from the Outbox are not sent to the Trashcan.

**Help** 

You can select **Help** to display the Outbox icon descriptions.

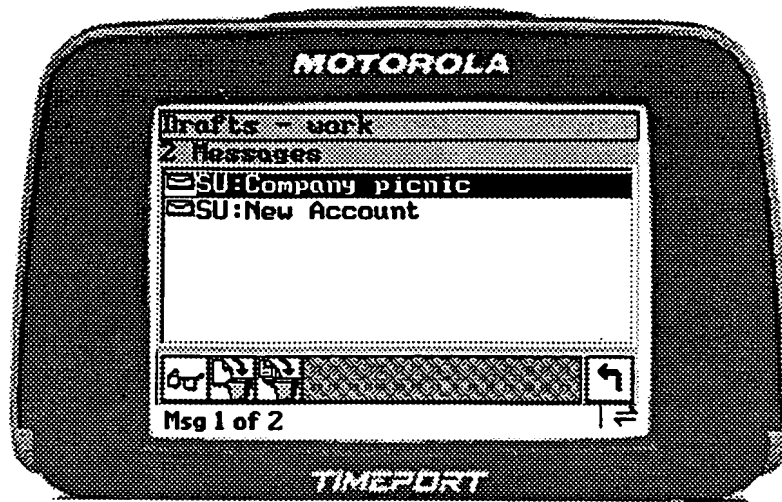
**Exit** 

Exits to the Message Area screen.

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## **Section 21 - Drafts Screen**

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**Figure 31**

Selecting **Drafts** mailbox from Message Area screen takes you to the Drafts screen as shown in Figure 31. The messages are listed with the newest Draft at the top and oldest at the bottom. Each line in the list box starts with an icon that indicates whether the message is read or unread, followed by the subject. You can open a message either by pressing Enter with a message highlighted or by tabbing down to Open and pressing Enter. Selecting Open brings you to the Write Screen.

**Open**

Selecting **Open** displays the currently highlighted Draft in the Write Screen for viewing or appending.

**Delete**

Selecting **Delete** deletes the currently highlighted Draft from the Device. Messages deleted from the Drafts folder are not sent to the Trashcan.

**DeleteAll**

Selecting **DeleteAll** permanently delete s all the messages in your Drafts folder. Messages deleted from the Drafts folder are not sent to the Trashcan.

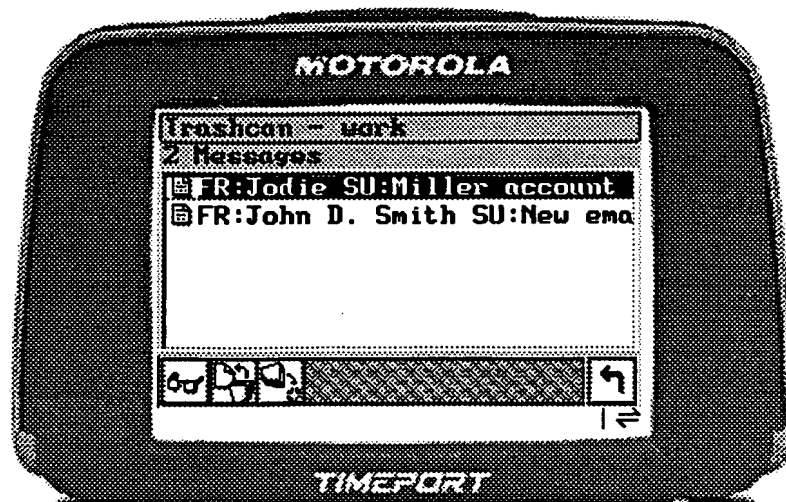
**Exit**

Selecting **Exit** return s you to the Message Area.

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## **Section 22 - Trashcan Screen**

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**Figure 32**

Messages can be restored from the Trashcan before the Trashcan is emptied. Figure 32 shows the Trashcan Screen. NotifyLink Desktop deletes messages that are greater than 24 hours old at midnight each night.

**View** 

Opens the currently highlighted message for viewing.

**Restore** 

Selecting **Restore** returns the currently highlighted message to the Main Inbox.

**Empty** 

Selecting **Empty** deletes all messages from the Trashcan permanently.

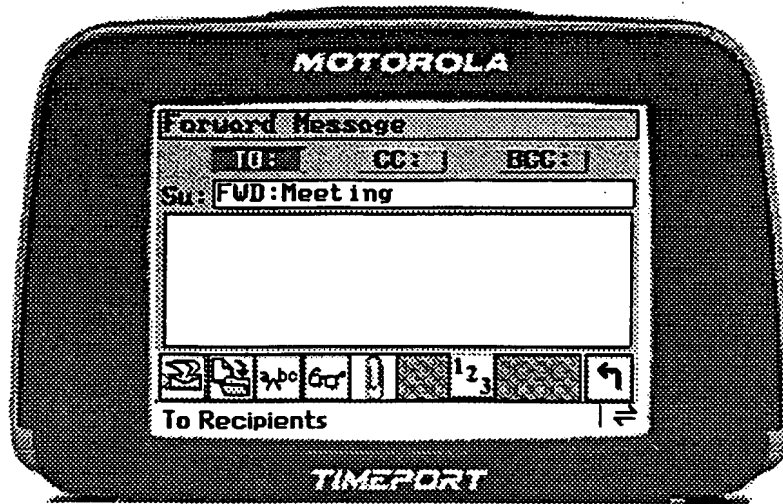
**Exit** 

Selecting **Exit** returns you to the Message Area.

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## **Section 23 - Forward To Screen**

---



**Figure 33**

When viewing a message, selecting Forward brings you to the Forward screen as shown in Figure 33. All menu options perform the same function as in the Write Screen; however, selecting Cancel returns you back to the original message. The Subject line is FWD: Original Subject and the body text box is open for you to add additional comments that are put at the beginning of the forwarded message.

After selecting recipients and pressing Send, you are brought back to the screen that displays the message you were viewing (see the Write function for more information). Buttons to add files and Attachments are shown if applicable.

**Send**

Selecting **Send** sends the message.

**SaveIt**

Selecting **SaveIt** saves the message to the Drafts folder of the current account.

**Import**

Selecting **Import** from the New Message Screen takes you through a series of slideovers in the same manner as the native Read applications do. This Import feature allows you to use text from Messages, Contacts, Memos, Calendar or Tasks as part of an outgoing message. Quick Text can also be added using the Import button.

**View**

Selecting **View Recipients** opens a screen that displays the selected addresses for the selected message.

**Attachments**

Displays a slideover where you can type in the number of the attachment you wish to send. Multiple attachments should be delimited with commas. **Note:** This button is only present when you receive a notification with an attachment.

## Files

Displays a slideover where you can type in the number of a file you wish to send. Multiple files should be delimited with commas. **Note:** This button is only present when there are found files on your device.

## Count Message

Displays the total character count of your message and also tells you how many characters are remaining or how many characters are needed to be trimmed off before sending.

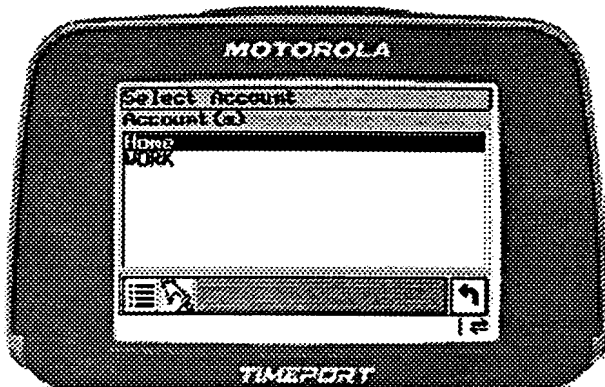
## Cancel

Selecting **Cancel** from here returns you to the message that you were viewing.

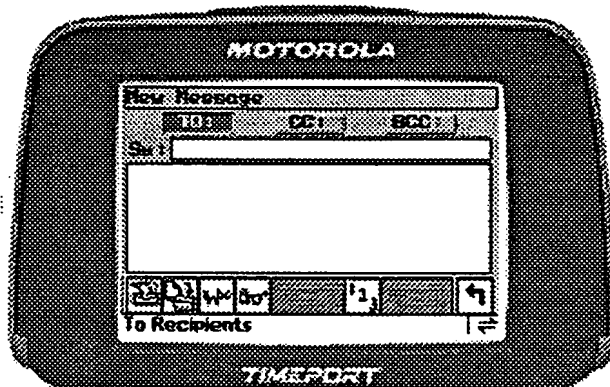
Top

## Section 24 - Select Account/Write Screen

---



**Figure 34**



**Figure 35**

**Note:** This Select Account screen is displayed only when you have more than one account.

When the Write Icon from the NotifyLink Desktop Menu is selected, you are presented with the Account screen, as shown in Figure 34, that lists the current accounts that are registered. You select an account and then the Write or Commands. If Write is chosen, the New Message screen is displayed as shown in Figure 35. Selecting Command displays a list of commands from which to choose. Selecting Cancel in the Select Account screen takes you back to the Main Menu.

## Write/Send Mail Function

Selecting the Write Command displays the New Message screen. The Write function enables you to compose a message using the QWERTY keyboard, import text from native applications and add Files and/or Attachments when applicable. You can also choose to file the message as a Draft, which can be sent or appended at a later time.

## Commands

The Commands option includes canned functions for the NotifyLink Desktop application.

- **notify on** - Turns notifications from NotifyLink Desktop on.
- **notify off** - Turns notifications from NotifyLink Desktop off.
- **unblock** - Unblocks a previously blocked address. Selecting **unblock** displays a screen for you to enter in an e-mail address to unblock.
- **catchup** - Receives notification of messages that came into your mailbox while messaging was disabled.

The Write screen contains 3 buttons for selecting the message recipients: **TO:**, **CC:** and **BCC:** After a button is pressed, you are taken to your Contacts screen where you can select the message recipient, or enter a New Contact to receive the message. Only Contacts email addresses are available for selection. Contacts without email addresses specified are not displayed in the list.

**Note:** The Contacts list is sorted according to a preference set in the Contacts application. Consult your device's User Guide for instructions to change this preference.

You can select addresses from this screen by highlighting the address and pressing either the **Enter** key or the **Check** key, which puts a check mark to the left of the address entry. You can select as many addresses as you want.

If New Contact is selected from the Choose Recipients screen, you are taken to the Contact applications screen to enter contact information. The new contact is automatically added to the Recipient list.

Choosing Review takes you to the Review Screen. Choosing Exit takes you to the New Message editing screen.

**Send** 

Sends the message. If a message is too long, you are asked to shorten it. If no recipients have been selected, you are prompted to choose a recipient before the notification can be sent.

**Save It** 

Selecting **Save It** saves the message in progress as a Draft.

**Import** 

Selecting **Import** from the New Message Screen takes you through a series of slideovers in the same manner as the Read applications. This Import feature allows you to use text from Messages, Contacts, Memos, Calendar, Tasks or Quick Text as part of an outgoing message.

**View Recipients** 

Selecting **View Recipients** opens a screen that displays the selected addresses for the selected message.

**Add File** 

Displays a slideover where you can type in the number of a file you wish to send. You can also type the full path of a file. Multiple files should be delimited with commas. **Note: This button is only present**



when there are files from a PC Access search residing on your device.

### **Count Message**

Displays the total character count of your message and also tells you how many characters are remaining or how many characters are needed to be trimmed off before sending.

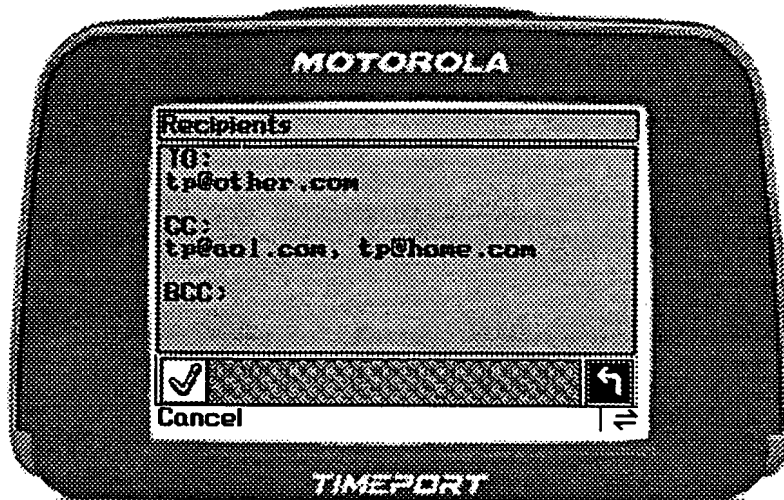
### **Cancel**

Selecting **Cancel** brings you back to the Select Accounts screen.

Top

## **Section 25 - Recipients Screen**

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**Figure 36**

The Recipients Screen, as shown in Figure 36, displays the email addresses of all the people you have selected to send the current message. The display is categorized by **TO:**, **CC:** and **BCC:** recipients. If the current message is a reply, the original sender will receive the message, but is not displayed in the recipients list.

### **Done**

Selecting **Done** takes you back to the Write Screen.

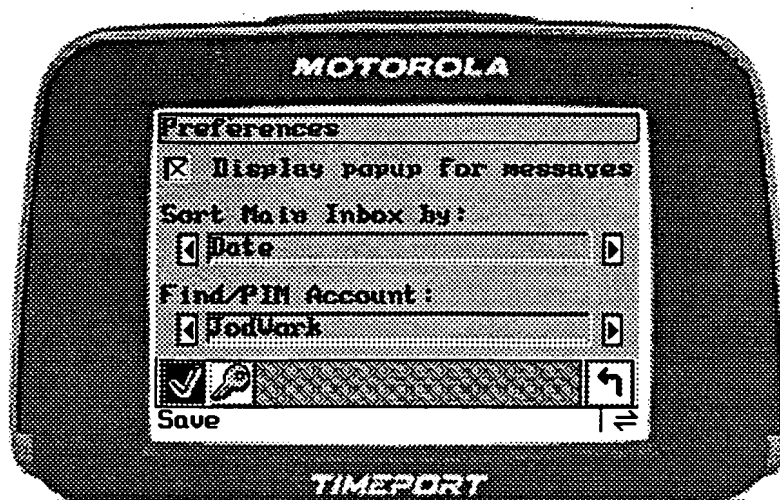
### **Cancel**

Selecting **Cancel** takes you back to the Write Screen.

Top

## **Section 26 - Preferences Screen**

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**Figure 37**

This screen displays the preferences you currently have set for displaying a popup and sorting an Inbox. The default preferences are to display a popup when a new or updated message comes in and sort the Inbox(es) by Date. The Security Screen is accessed from the Preferences Screen.

You can set the default Find/PIM account. The first desktop account set up in the device is automatically saved as your default Find/PIM account. To change this setting to a different account use the left and right arrows on the NavDisk to select the correct setting, then save the changes.

#### **Save**



Selecting **Save** saves changes you have made to the Preferences.

#### **Security**



Choosing **Security** displays the Password slideover. The Default password is "password". By entering "password" on the slideover, you are taken to the Security screen. At the Security screen you can view and/or change your password and Encryption Key.

#### **Cancel**



Selecting **Cancel** returns you to the NotifyLink Desktop Main Menu without saving any changes you may have made.

Top

## **Section 27 - PC Access Function**

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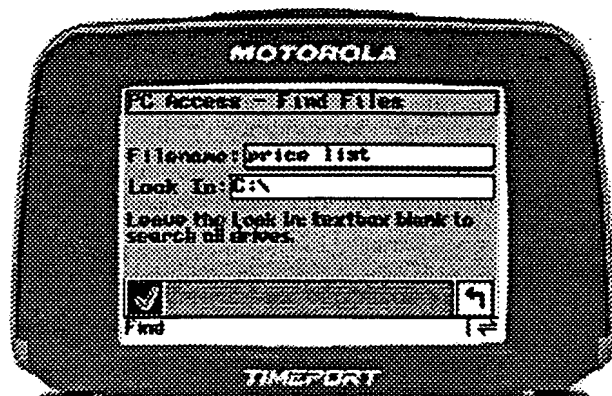


Figure 38

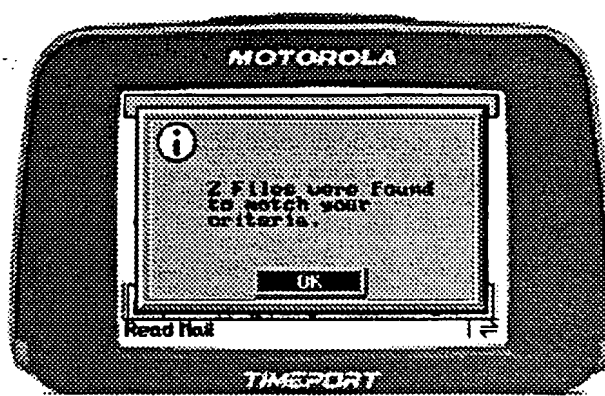


Figure 39

The PC Access feature in NotifyLink Desktop allows you to manage certain operations on your desktop PC from your wireless device. Figure 38 shows the PC Access screen

s.

**Find**

When you send a search request via the NotifyLink Desktop, NotifyLink Desktop conducts a search on your PC based on the information that you entered. The filename must contain a valid text string (conventional wildcards are supported), but the search path is optional. For example, you may specify a search for test.\* or \*.doc. The software starts searching from the default path (C:\) drive if a search path is not specified. If no drive is specified, the search terminates after 5 minutes. If many files are found that match your search criteria, you are asked to narrow your search criteria.

When the software finishes the search process, a message and an alert is sent to the device.

There are two types of alert messages:

1. No Match found.
2. (Number of) Match(es) found.

If matches are found, the message is saved to a default Files folder in your message area. If this is your first file search, a Files folder is created for you. Inside the Files folder is the list of matches returned. If the path name is too long, only the last characters of the pathname (right hand side) are displayed.

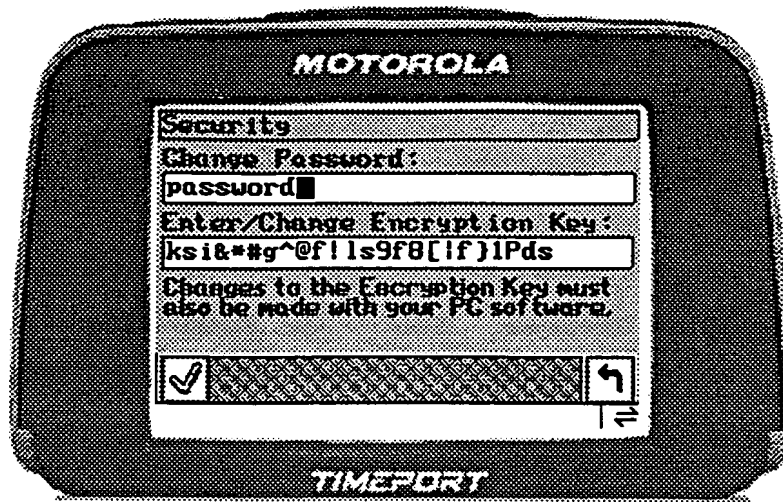
**Cancel**

Returns to the Motorola MyMail Desktop Plus Main Menu.

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## Section 28 - Security Screen

---



**Figure 40**

The screen shown in Figure 39 displays the Login password and the Encryption Key. You may change either or both of these. The Encryption Key may not contain a space and must be exactly 24 characters in length. **Note:** If you change the Encryption Key here, you must make the same change in your PC software. Failing to do so results in unreadable messages on your device.

#### **Save**



Selecting **Save** saves any changes you have made. If the Encryption Key is not 24 characters or contains a space, changes are not saved and an error message is displayed a pop-up.

#### **Cancel**

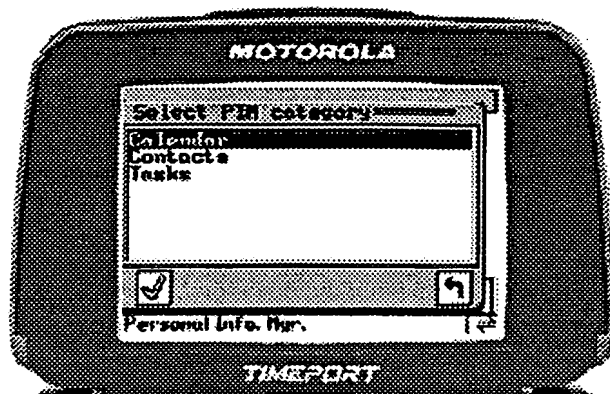


Returns to Preferences Screen.

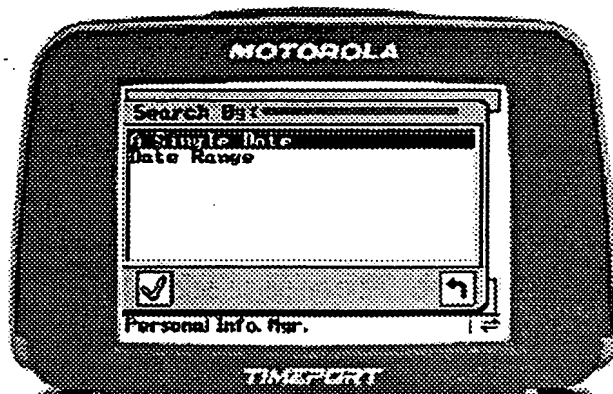
Top

## **Section 29 - Calendar Screen**

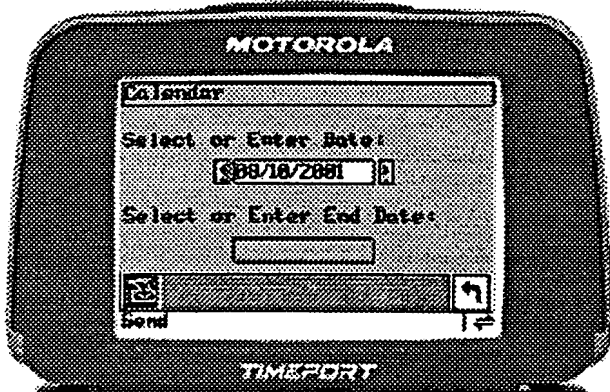
---



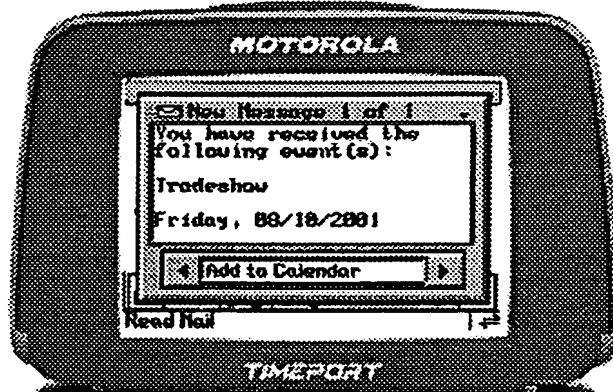
Select Calendar.  
**Figure 41**



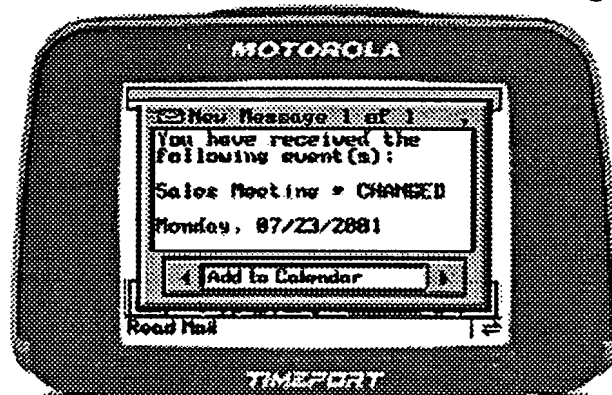
Select to search by a Single Date or a Date Range.  
**Figure 42**



Select date(s) to search for.  
**Figure 43**



If a match is found, your appointment is returned.  
**Figure 44**



If an appointment is changed, you are notified of the change. **Note:** You will only be notified of changes if the the option to send a notification when my calendar is checked in the NotifyLink Desktop PIM Calendar Screen.  
**Figure 45**

The Calendar Screens shown above allow you to select a single date or a date range for querying your Desktop PC calendar entries. The resulting Calendar entries from the query are sent to the Calendar Application. If you selected 'A Single Date', only the first date box is accessible. If you selected 'Date Range' both date boxes will be accessible.

To enter a date, use the NavDisk to move left and right one day at a time or type in the desired date and press 'Enter'

**Send** 

Sends a message to NotifyLink Desktop to find Calendar entries for the specified Date/Date Range.

**Exit**

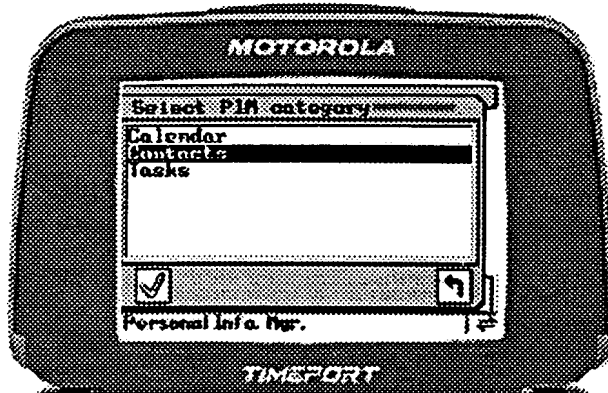


Returns NotifyLink Desktop Main Menu without sending a query.

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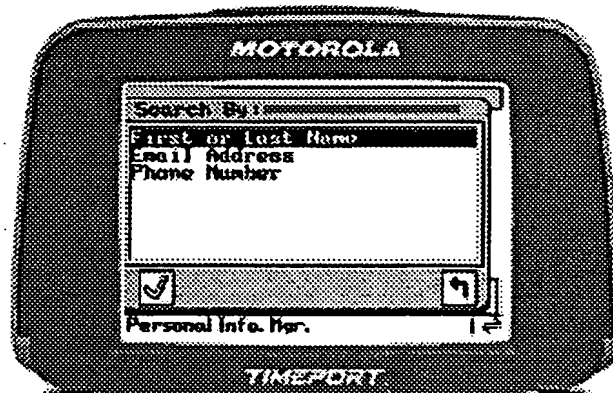
## Section 30 - Contacts Screen

---



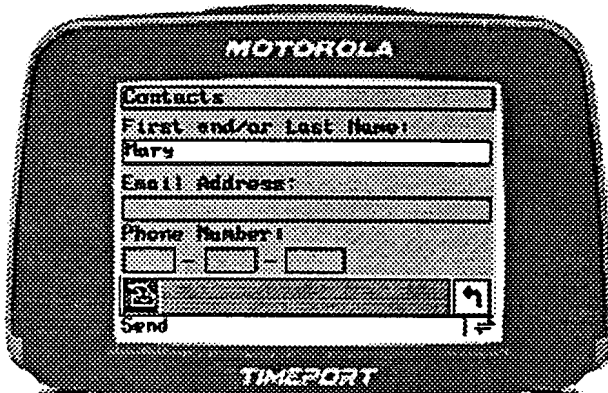
Select Contacts.

**Figure 46**



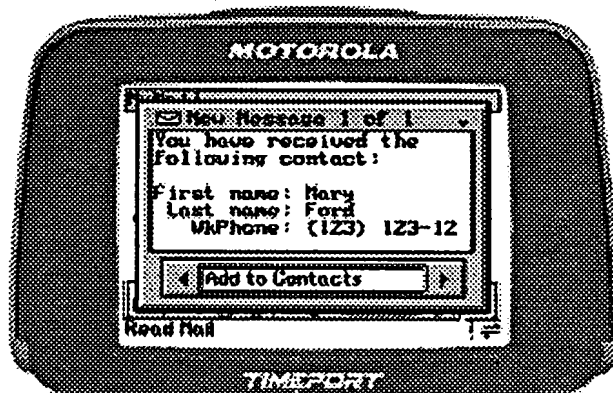
Select your search method.

**Figure 47**



Enter data to be searched for.

**Figure 48**



If a match is found, your Contact will be returned.

**Figure 49**

The Contacts Screens shown above are used to submit a Contact query. Enter the Name, Email Address or Phone Number of the Contact you want to find on you Desktop PC. A message is sent to your Desktop PC and your Contact list is searched for matches. If a single match is found, the contact is sent to the Contact application. If more than one match is found, the list of matches is sent to NotifyLink Desktop. You can view the list by opening 'Read Mail', select the account in which you have set as the default Find/PIM account, the opening the 'Contacts' folder. Highlight the contact you want and pressing 'Send' to have this Contact sent to the native contact application.

**Send** 

Sends a message to your Desktop Software to search the Contact list for entries that match the specified criteria.

**Exit**

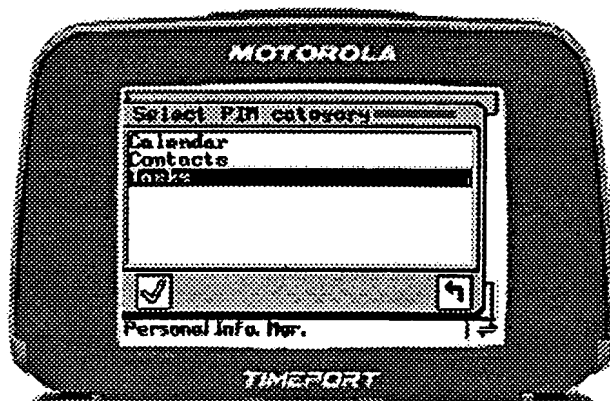


Returns to NotifyLink Desktop Main Menu without sending a query.

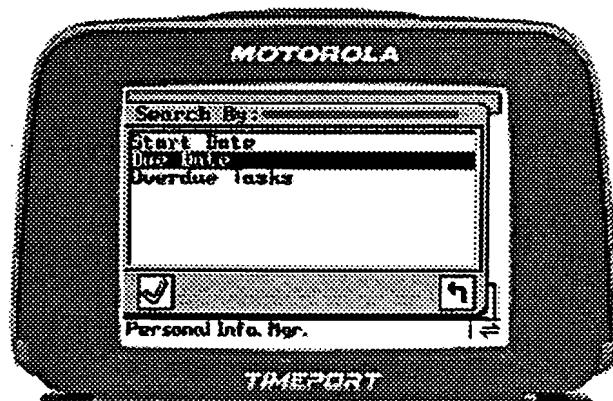
**Top**

## Section 31 - Tasks Screen

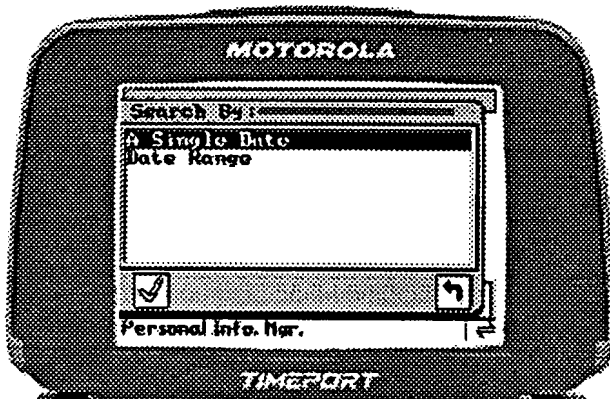
---



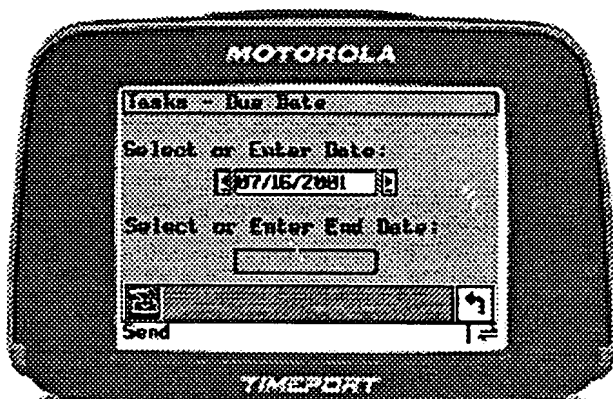
Select Tasks.  
**Figure 50**



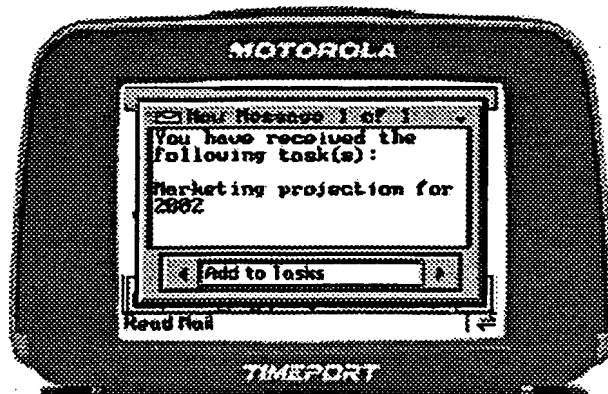
Select to search by Start Date, Due Date or Overdue.  
**Figure 51**



Select to search by a Single Date or a Date Range.  
**Figure 52**



Select date(s) to search for.  
**Figure 53**



If a match is found, your task will be returned.

**Figure 54**

The Tasks Screens, shown above allow you to select a single date or a date range for querying your Desktop PC calendar entries. The resulting Tasks entries from the query are sent to the Tasks Application. If you selected 'A Single Date', only the first date box is accessible. If you selected 'Date Range' both date boxes is accessible.

**Send** 

Sends a message to your Desktop Software to search the Task list for entries that match the specified criteria.

**Exit** 

Returns to NotifyLink Desktop Main Menu without sending a query.

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## **Section 32 - Commands for NotifyLink Desktop**

### **About Commands**

Commands are used in NotifyLink Desktop to send directions to the NotifyLink Desktop software residing on your desktop. You choose the commands to send when you reply to a message or compose a new message.

### **How to use Commands**

From the NotifyLink Desktop Main Menu you may select:

1. **notify off** - Turns off notifications from the NotifyLink Desktop software (but leaves the software running). Choose **Commands** from the NotifyLink Desktop Main Menu. Highlight **notify off** from



- the list of provided commands and select **Send** to confirm that you want to send your command.
2. **notify on** - Turns on notifications from NotifyLink Desktop. NotifyLink Desktop must be running to use this command. Choose **Commands** from the NotifyLink Desktop Main Menu. Highlight **notify on** from the list of provided commands and select **Send** to send your command.
  3. **catchup** - Receive notification of messages that came into your mailbox while messaging was disabled. Choose **Commands** from the NotifyLink Desktop Main Menu. Highlight **catchup** from the list of provided commands and select **Send** to send your command.

From the Read function, when viewing a message, choose **Commands** and then you may select:

Any of the




5 commands that are available from the Write function, plus:

1. **more** - Requests another section of the current message be sent to your device (only if there is remaining text). From the Message screen, select **Commands**. Highlight **more** from the list of provided **Commands** and select **Send** to send your command.
2. **all** - Requests that notifications be sent to complete the message that you are currently viewing (only if there is remaining text). From the Message screen, select **Commands**. Highlight **all** from the list of provided commands and select **Send** to send your command.
3. **unblock <e-mail address>** - removes a block you have placed on a sender. This command requires that you type in the e-mail address of the sender you wish to unblock. From any message, select **Commands**. Highlight **unblock** and select **Send**. On the slideover, enter the email address that you want to unblock and select **Send** to send your command.
4. **block** - Blocks notifications from the sender of the currently displayed message. While viewing the message from the address that you want to block, select **commands**. Highlight **block** from the list of provided commands and select **Send** to send your command.
5. **delete** - Removes from your desktop inbox the message that prompted this notification. From the Message screen, select **Commands**. Highlight **delete** from the list of provided commands and select **Send** to send your command.

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## **Section 33 - Hints and Tips**

---

1. Fill up your Contact List ahead of time.
2.  Works like a 'Back' button.
3.  Works like an 'Enter' button or 'OK' button.
4. To select an item from a list. n item from a list.
  - a. Highlight the item
  - b. Press Enter, press the , or tab down to the button bar and press Enter

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## **Section 34 - Troubleshooting**

---

### **Account Configuration**

If you have changed the phone number on your device or are using a new device, you will need to change this information in the configuration program. This is done by opening configuration, selecting the device properties tab, then selecting the device button and then entering your new personal identification number

(the telephone number of your wireless device  
).

**Note:** If you are missing options that should be present, there may be problems with the transmission of registration messages. If so, try resynchronizing through NotifyLink Desktop. This is done by right-clicking the NotifyLink Desktop tray icon, selecting open configuration, selecting the device properties tab, selecting the device button and selecting resynchronize.

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# NOTIFY

TECHNOLOGY



## Supported Devices

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagerwriter® 2000x 2way
- Handspring™ Visor using Glenayre™ @ctivelink™ Module

## Compatibility

### PC Requirements

- Pentium Processor with 20 MB of Hard Drive Space
- 64 MB of RAM or More

### Operating System Requirements

- Windows™ 95, 98, 2000
- Windows™ NT, ME, Etc.

### Supported Email Clients

- Microsoft Outlook™ 97 Vs. 8.3
- Microsoft Outlook™ 98, 2000,

### Other Requirements

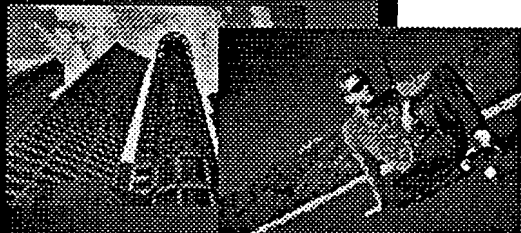
- MDAC 2.11 or Higher: The Microsoft™ Data Access Components (MDAC) are the key technologies that enable Universal Data Access
- Microsoft Internet Explorer™ 4.0



**The NotifyLink Desktop Edition - Standard Version** offers users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

The NotifyLink Desktop Edition - Standard Version enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.

<i>Desktop Edition Standard Version Features</i>	<i>NotifyLink</i>
Wireless Access to Your Email	✓
Real Time Email Notification	✓
Integrated with Existing Email Accounts	✓
Works with Various ReFLEX 2way Messaging Devices	✓
Works with ALL ReFLEX Service Providers	✓
Compose, Reply, & Forward as if it Were Sent from Your PC	✓
Multiple Email Account Management	✓
Designed for a PC With an "Always-On" Connection	✓
Supports Outlook, Outlook Express, Netscape, Eudora	✓
Desktop Email Synchronization with Your 2way Device	✓
Ability to Customize Your Wireless Email Header	✓
Robust Filtering	✓
Screen Saver Activation	✓
Encryption Supporting Triple DES & RC/4	✓
Customize Notification Appearance & Detail	✓
Customize Notification Size of Characters, Content, & Attachments	✓
Remotely Send, Reply, Delete, & Forward from Your 2way Device	✓
Remotely Block Incoming Email from Your 2way Device	✓
Remotely Enable or Disable Forwarding Email from Your Desktop	✓
Remotely Request More or All of an Email from Your 2way Device	✓



**No one would ever know you responded to all your emails, managed your tasks, and closed the deal, all from the Back-9**

**Not Possible? Welcome to NotifyLink!**



*The NotifyLink Desktop Edition - Standard Version* offers users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

The NotifyLink Desktop Edition - Standard Version enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.

The following is a feature comparison between the NotifyLink Desktop Edition and the BlackBerry™ Enterprise Edition with Desktop Reflector Software

<i>Desktop Edition Standard Version Features</i>	<i>NotifyLink</i>	<i>BlackBerry™</i>
Wireless Access to Your Email	✓	
Real Time Email Notification	✓	✓
Integrated with Existing Email Accounts	✓	
Works with Various ReFLEX 2way Messaging Devices	✓	✓
Works with ALL ReFLEX Service Providers	✓	✓
Compose, Reply, & Forward as if it Were Sent from Your PC	✓	✓
Multiple Email Account Management	✓	
Designed for a PC With an "Always-On" Connection	✓	✓
Supports Outlook, Outlook Express, Netscape, Eudora	✓	
Desktop Email Synchronization with Your 2way Device	✓	✓
Ability to Customize Your Wireless Email Header	✓	
Robust Filtering	✓	✓
Screen Saver Activation	✓	
Encryption Supporting Triple DES & RC/4	✓	✓
Customize Notification Appearance & Detail	✓	
Customize Notification Size of Characters, Content, & Attachments	✓	
Remotely Send, Reply, Delete, & Forward from Your 2way Device	✓	✓
Remotely Block Incoming Email from Your 2way Device	✓	
Remotely Enable or Disable Forwarding Email from Your Desktop	✓	
Remotely Request More or All of an Email from Your 2way Device	✓	



## *Supported Devices*

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935  
Personal Interactive  
Communicator
- Motorola Pagemaster® 2000x  
2way
- Handspring™ Visor using  
Glenayre™ @activeLink™ Module

## *Compatibility*

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- Pentium Processor with 20 MB of  
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- 64 MB of RAM or More

### Operating System Requirements

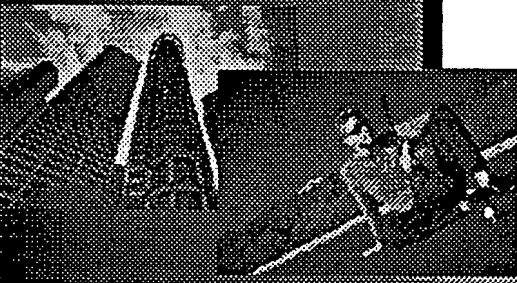
- Windows™ 95, 98, 2000
- Windows™ NT, ME, Etc.

### Supported Email Clients

- Microsoft Outlook™ 97 Vs. 8.3 +
- Microsoft Outlook™ 98, 2000,

### Other Requirements

- MDAC 2.11 or Higher. The Microsoft®  
Data Access Components (MDAC) are  
the key technologies that enable  
Universal Data Access
- Microsoft Internet Explorer™ 4.0



## *NotifyLink Desktop Edition*



### *The NotifyLink Desktop Edition - Standard Version*

offers users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

The NotifyLink Desktop Edition - Standard Version enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.

NotifyLink Desktop Edition - Standard Version software has been designed for a Windows-based PC that has an "Always-On" connection to the Internet.

## *Standard Version Features*

- Remote Access to your existing desktop email accounts (up to six)
- Eliminate the inconvenience of a separate mobile email address
- Compose, Read, Reply to, Forward, and Delete email while mobile from multiple 2way devices
- Easily customize the size, appearance, and content of emails forwarded to your 2way device
- Powerful filtering lets you control which email is forwarded to your 2way device
- Supports a variety of email commands
- Supports Outlook, Outlook Express, Netscape, Eudora, etc.
- Synchronizes with your PC email wirelessly
- Designed for the "Always-On" PC running Windows 95, 98, 2000, ME, NT, etc.
- Supports secure, end-to-end, encryption when used with the Motorola Timeport™ P935 or the Handspring™ Visor using the Glenayre™@activeLink™
- Software Installed on your PC and specific 2way devices

*No one would ever know you responded to all your emails, managed your tasks, and closed the deal, all from the Back-9*

*Not Possible? Welcome to NotifyLink!*



# **NotifyLink Desktop Standard and Professional Versions For ReFLEX Networks**

White Paper

April 2001



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April 2001. Printed in the United States of America

Notify Technology Corporation  
1054 S. DeAnza Blvd. Suite 105  
San Jose, CA 95129

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## **1.0 Introduction**

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Although laptops were designed to be portable, they have proven to be cumbersome to carry and slow to start up. Many mobile professionals now carry a Personal Digital Assistant (PDA) instead of a laptop to provide a link to desktop Personal Information Management which is defined as email, contacts, tasks, calendar, and files on your desktop computer. Laptops still are the most common solution for responding to email while on the road. A mobile user must find a "dial-in" port for their laptop to check if they have any email as well as perform a down load of their email to the laptop. After processing the email the mobile user needs to "dial-up" for a second time and transmit the responses or actions back to the email system.

Market research and focus groups on mobile access have discovered common complaints from business travelers about the inconvenience of lugging around a laptop just for email as well as the tedious nature of having to find an appropriate place to "dial-up" or what number "to dial". From an IT perspective, maintaining modem banks for "dial-up" users, as well as an inbound path to the corporate network for mobile users not only consumes resources, but provides a security concern. Although business users may prefer a PDA, due to its size, and convenience, without a wireless interface and appropriate security they will not provide an adequate replacement for a laptop.

With these issues in mind Notify Technology created the NotifyLink Desktop wireless solutions. Notify's NotifyLink Desktop products provide a complete solution for accessing Personal Information Management data on a user's desktop. Notify defines Personal Information Management to be a combination of email, contacts, calendar, tasks, and files that provide information to a user. Notify's initial release of the NotifyLink Desktop software products are focused on wireless devices supporting the ReFLEX™ 2way network protocol developed by Motorola. These devices include the Motorola Talkabout™ T900, the Motorola Timeport™ P935, and the Handspring™ Visor using the Glenayre™ @ctiveLink™ ReFLEX module.

The NotifyLink Desktop solution provides a number of innovated features for mobile email.

- NotifyLink has eliminated the hassles of "dial-up" by moving mobile email to "push" architecture. In the traditional "pull" model, the user periodically connects to the corporate email server to check for new messages. In a "push" model, the information connects to the user, notifying them immediately of incoming messages. When email arrives at the corporate Inbox, a copy will immediately be "pushed" (i.e. sent) to the 2way wireless device.

- Allows the user to not only access their Microsoft Exchange account but any email account that can be accessed by Microsoft Outlook, Netscape, Eudora, and Microsoft Outlook Express.
- Provides desktop email synchronization of "Inbox", "Sent Items", and "Deleted Items" folders from the 2way wireless device.
- Dynamic filtering per email account is available from their 2way wireless device regardless of any other filter definition
- NotifyLink provides wireless "push" and inquiry capability for all personal information management functions.
- NotifyLink provides the industry's first mobile access to finding and sending desktop files.
- Unlike other wireless email solutions, NotifyLink does not use a separate email address for the 2way wireless device. Mobile professionals have made it clear that they want access to their current email accounts— not an additional email account.
- NotifyLink provides a completely secure, end-to-end link between your email and applicable 2way wireless devices.

## **2.0 NotifyLink Desktop Software Overview**

The general operation of the NotifyLink Desktop software is very simple. When email arrives at the user's desktop the NotifyLink Desktop software will filter and encrypt the message and send it via the Internet to the wireless network. The outgoing message is an unreadable email that can only be decrypted at that the user's 2way wireless device. The wireless network then delivers the message to the wireless device. At the wireless device, the message is decrypted and the user is notified of its arrival. For this email redirection system to operate, users must leave their desktop computers running. (A password protected screen saver is recommended for security.) The path from the wireless device to the desktop follows the same steps, only in reverse. When a message is composed on the wireless device, it is encrypted and sent back to the user's desktop over the Internet from the wireless network. Once the email is received, the NotifyLink Desktop software decrypts the message and places it in the Outbox. The result is, there is no difference between a message that has been sent from the wireless device and a message that has been sent from your desktop email client, they both originate from the user's email address and a copy is placed in the user's Sent Items folder.

### 3.0 Desktop Software Architecture

An overview of the system architecture for the NotifyLink Desktop software is provided in Figure A. At the heart of this wireless email solution is the NotifyLink Desktop software which uses the desktop PC's storage for keeping unique information for each user. This includes security information, specialized forwarding rules and 2way wireless device and carrier information. Each user configures their own filter rules and encryption key information in the NotifyLink Desktop Configuration Manager component of the Desktop software. NotifyLink Desktop software encrypts the data and uses SMTP, an email transport protocol, to reach the carrier network. The carrier network then transmits the information to the ReFLEX 2way wireless device where it is decrypted.

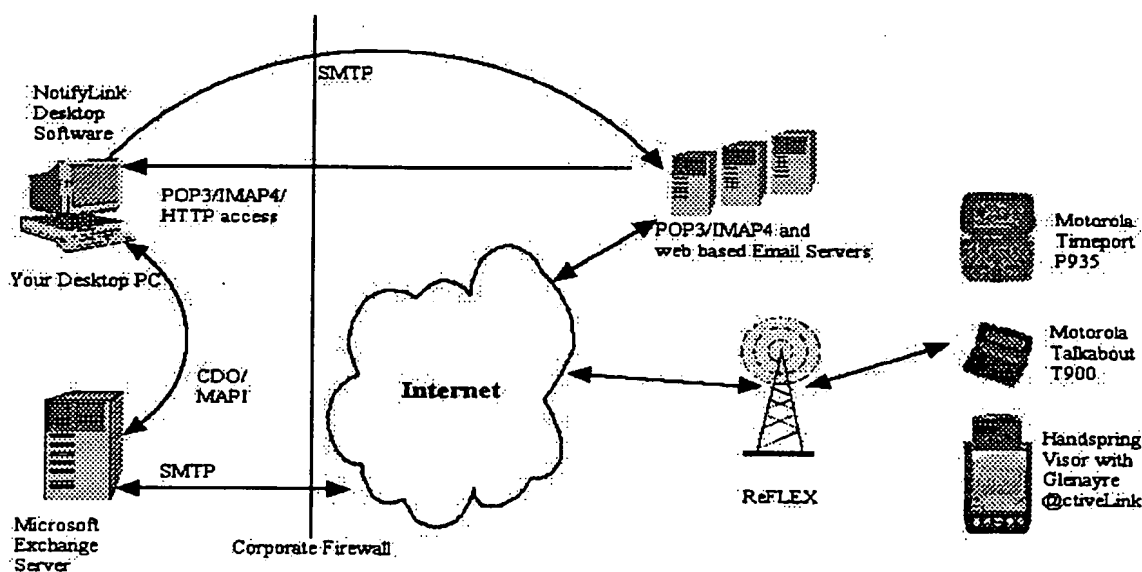


Figure A

### 4.0 Desktop Feature Overview

The NotifyLink Desktop Edition software is comprised of two packages called the Standard Version and the Professional Version. The NotifyLink Desktop software has eliminated the hassles of the "dial-up" mobile user who periodically must connect to the corporate email system to check for new email messages. Utilizing the "always on" feature of ReFLEX networks, a mobile user will be notified within minutes that they have new email from any of their specified email accounts. NotifyLink will also provide the wireless link between a user's Personal Information Management on their desktop and the 2way wireless device.

#### 4.1 Desktop Configuration

The NotifyLink Desktop software will require some simple user configuration. The configuration process involves entering information pertaining to specifying email accounts, email notification format, wireless device type and carrier, any security options, definition of any filters as well as specifying options for personal information management features such as contacts, tasks, and calendar. A screen saver option will provide a convenient way to activate or deactivate the NotifyLink Desktop software.

#### 4.2 Desktop Email Access Technology

The NotifyLink Desktop software is the control center for Notify's wireless email solution. The NotifyLink Desktop software uses Microsoft's Collaboration Data Objects (CDO) which in turn uses Microsoft's Messaging Application Programming Interface (MAPI) to connect to the user's email account. The CDO interface provides access to new email, and it is central to the NotifyLink's "push" architecture. New messages are pushed to the 2way wireless device once they arrive in the user's corporate mailbox. NotifyLink Desktop software, using the CDO technology, places messages composed on the wireless device, in the user's email client outbox such that the message originates from the corporate email account with a copy kept in the user's Sent Items folder.

Another example of how the CDO may be used for advanced functionality is address resolution. In the normal operation of the Desktop software, users send messages to Internet email addresses whether they are internal (e.g.name@company.com) or external (e.g.name@anothercompany.com).

However, in Microsoft Outlook, the user may send messages to non-Internet addresses as well. For example, the user can compose a message to "Engineering" and choose "Check Name". CDO will examine the Global Address Book, the Personal Address Book and the Contacts (or a subset of these, depending on the user's configuration of CDO) for a matching entry (e.g. a global or personal distribution list) "Engineering" or the address ("engineering@company.com") If found, that address will be used. The Desktop software would use the same CDO address lookup used by Microsoft Outlook. Therefore, if the user composes a message to "Engineering" on the wireless device, the Desktop software would perform the same address lookup and send the message to the same destination as Outlook. **NotifyLink Desktop software currently does not provide advanced address resolution but this feature is planned in a future release.**

#### 4.3 Remote Email Commands

The NotifyLink Desktop software is also responsible for a number of advanced features that are not immediately visible to the user. Features such as requesting more of a message, including original messages in replies and forwarding messages, provides the user with some ability to remotely control their desktop Inbox. When a long message arrives in the users email Inbox, only the first 500 characters (approximately) of the message body will be sent initially to the wireless device. If an attachment is sent in the message, only the file name and size of the attachment are sent. If the user wishes to read more of the message, the user, from their 2way wireless device, requests "more" and the NotifyLink Desktop software will send the next 500 characters. The wireless device will then add the additional 500 characters to the original message and inform the user (as with a new email message) that more of the message has arrived. With this advanced "more" feature, the user can judge the value of the message and respond accordingly before memory and battery life is expended to deliver the additional information to the 2way wireless device.

Similarly, when the user selects "Reply with Text" or "Forward" on the wireless device, only their response is sent from the wireless device to the PC. Back at the PC, the NotifyLink Desktop software will construct a message consisting of the user's response and the original message and send this to the individual or list of recipients. This ensures that the recipients receive a complete copy of the original message, regardless of its size, while minimizing the data that is sent from the wireless device. The remote forwarding ability allows users to "remotely" forward long messages or attachments to co-workers.

A user can manage their Inbox on either the wireless device or the desktop, with any changes being automatically synchronized as part of the email reconciliation feature. When utilizing the NotifyLink delete command, a user may delete an email from their 2way wireless device, and it will also be deleted from the Inbox, and be moved to the deleted items folder on their desktop as well.

#### 4.4 Folders

Many users choose to organize their email into separate folders within their default email software. The Folders option in NotifyLink Professional Version will allow a user to select which folder they would like monitored for new email. NotifyLink will search in the selected folders for new email. If any new email is found and meets the criteria defined by the user in the NotifyLink configuration screen, the email will be forwarded to your Wireless device. For example, this feature may be utilized when a user has separate sub-folders for each of their co-workers and their boss. The user may define which folder or folders need to be monitored and the criteria in which the email is to be forwarded to their 2way wireless device. If the user's boss or selected co-workers sent an email, the user will only be forwarded the email that meet the Users specific criteria. The user may not UN-select any of the root folders, which are indicated in bold letters, which are found in the folder root directory.

#### 4.5 Filtering

While the "push" model allows for paging-like responsiveness, given the typical daily volume of email, the notification of each new message can be disruptive. The objective of the NotifyLink wireless email solution is to allow users to take control of their email, not to increase emails control of them. To this end, extensive filtering capability is included in the NotifyLink Desktop packages to allow the user to control the flow and priority of new messages. Messages can be filtered on a wide range of criteria. Filters are defined in the NotifyLink Desktop Configuration Manager and stored on the desktop computer. Depending on the criteria that apply, messages can be forwarded or not forwarded or forwarded to your 2way wireless device.

The filter flexibility allows users to control how they use wireless email. Users could receive most of their email at the wireless device to read during their downtime, filter out regular "bulk" mailings that can be left until later, have messages from their superiors, or immediate workgroup notify them to ensure a quick response. Still other users could set filters to only forward important email and set the wireless device to notify them of every message that arrives on the wireless device.

When new email arrives in the user's Inbox, it is either filtered or forwarded to the wireless device. If the screen saver option is activated and the screen saver is running, then emails will be forwarded. Otherwise if the screen saver is not running, emails will not be forwarded. This provides a convenient way to utilize the NotifyLink feature while you are in

the office. If any NotifyLink email or system commands are detected while the screen saver is not running, they are processed even though email forwarding is deactivated.

#### 4.6 Synchronized Personal Information Management

The NotifyLink Desktop Professional Version provides a wireless link to a user's Personal Information Management functions namely their Microsoft Outlook/Exchange calendar, contacts, tasks, and files on their PC. The NotifyLink Desktop Professional Version will enable the 2way wireless device and the PC to exchange calendar events wirelessly so that changes to either the Outlook calendar or to the wireless device calendar are synchronized using the wireless network. Mobile professionals who have assistants or colleagues scheduling appointments for them will benefit from the immediate updates to their schedule. The user can work with the schedule in their 2way wireless device feeling confident that any last minute changes that may have been arranged through their office are reflected in their wireless device. Likewise, as users books appointments into their 2way wireless device calendar, anyone who might be checking their availability in Microsoft Outlook will be provided the user's most up-to-date schedule. With the 2way wireless synchronization of a mobile user's calendar, NotifyLink keeps the user 'Always On, Always Linked' to their email, calendar, contacts, and files – four of the most dynamic and critical types of information for any mobile professional.

#### 4.7 Calendar

The NotifyLink Desktop Professional Version software provides a user with immediate updates and reminders on their calendar of events. The NotifyLink Desktop Professional Version relays meeting requests to the user's wireless device where the user can accept or reject the request. Both the Outlook calendar and the wireless device calendar are updated with the new meeting. In addition, a NotifyLink user can initiate a meeting request inviting attendees from their address book. As invitees accept or decline the meeting, the meeting status on the wireless device is also updated. Since the users calendar information is synchronized wirelessly, both the user and those booking meetings will be aware of potential conflicts in the schedule. Users who are in high demand to attend meetings can now immediately indicate their availability, even when away from the office. NotifyLink Desktop Professional Version also gives mobile users the ability to initiate a meeting without waiting until they are back in the office, giving attendees more time to confirm their schedules. **NotifyLink Desktop Professional Version does not currently provide this feature, but is planned in a future release.**

#### 4.8 Contacts

The NotifyLink Desktop Professional Version will provide users, that do not want to keep all of their contact information on the wireless device, a wireless interface to their desktop contact information. From the wireless device, a user can inquire about specific contact information from the desktop contact database. The information, sent from the desktop to the wireless device, is user defined during the initial configuration of NotifyLink desktop software. NotifyLink will prompt the user to save the results in the wireless device's local contact list or email the results to another party. In addition as new contacts are entered on the wireless device they can be sent to the desktop to be added to the user's desktop contact database. For users that want to keep the entire desktop contact database on their wireless device, it is recommended that the physical synchronization feature between the device and desktop information be used as often as required with the Motorola Timeport™ P935, and the Handspring™ Visor using the Glenayre™ @ctiveLink™ ReFLEX module.

Many times a user will gain new contact information while mobile. The NotifyLink Desktop Professional Version will allow the user to enter the new contact information on the 2way wireless device and specify that it be synchronized with their desktop contact database.

#### 4.9 Tasks

The NotifyLink Desktop Professional Version enables users to access and manage their task management feature, in Microsoft's Outlook. NotifyLink will provide reminder messages to the 2way wireless device detailing daily tasks, due tasks, and/or overdue tasks. The user is able to specify the information about each task sent to the wireless device during the configuration of the NotifyLink Desktop Professional Version software.

#### 5.0 Files

With the NotifyLink Desktop Professional Version a user can initiate the "find" command to find a file on their desktop computer from the 2way wireless device. The response to the user will be either one or more file names matching the inquiry. Once the appropriate file name is found, the user can specify that file be sent to a specified user as an attachment to an email from the 2way wireless device.



## **6.0 System Commands**

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Both NotifyLink Desktop software packages will provide the users with system-wide commands that will allow them to turn NotifyLink Desktop software “on” or “off” from the wireless device. In addition there is a “catchup” command that is very useful when a user accidentally forgets to turn the NotifyLink Desktop software “on” and new email has arrived at their PC with transmission to their wireless device. By issuing the “catch-up” command from the wireless device, a user can have all of the emails that were not transmitted to the wireless device, be transmitted all at once to catch up to the most recent email.

## **7.0 Wireless Device Information Protection**

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Users may use various wireless device features to protect their information. Each user can set an individual password that is between 4 and 14 characters long. The aim of the password is to ensure that only the owner has access to the information stored on the wireless device. The wireless device rejects weak passwords, such as those composed of identical characters or those that consist of a natural sequence (i.e. 1, 2, 3, 4, etc.). Storing only a hash of the password on the wireless device protects the password itself. This ensures that even if someone had the contents of memory, it would not be possible to determine the password. When the user enters the password, the wireless device performs a one-way hash of the entered characters and then compares the hashed input to the stored hashed password. Security-conscious companies will value this added feature. Using the password ensures that users always require at least two pieces of security to access their corporate email. In this case, they physically have the security of the wireless device as well as the knowledge of a private password. **NotifyLink Desktop software currently does not provide a 2way wireless device password but this feature is planned in a future release.**

## **8.0 Wireless Link Protection**

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The NotifyLink Desktop was designed to ensure that information sent over the 2way wireless network that is also secure. Data sent from the 2way wireless device to the desktop or company LAN is encrypted using the Triple-DES algorithm running on a Handspring™ Visor using the Glenayre™ @ctiveLink™ ReFLEX module, or RC/4 running on a Motorola Timeport™ P935.

Both algorithms are time-tested encryption algorithms favored by many companies. Security is derived from an encryption key shared by the wireless device and the desktop. The key used by the wireless device is generated on the desktop by extracting random information from mouse movements then hashing the collected random bits. The key is then encrypted and sent to the 2way wireless device. For additional security, if the user wishes to make up their own key via the NotifyLink Desktop software and on their 2way wireless device, they

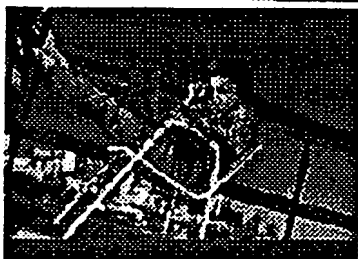
may do that as well. This exchange can be done one time or more times at the discretion of the user. The advantage of this symmetric key encryption system using a secure key exchange is that the encrypted data exchanged between the wireless device and the desktop is guaranteed to be confidential and authenticated since it comes from a source holding the shared key. Once this key has been generated, a copy of it is stored on the desktop and a copy is stored on the 2way wireless device. For messaging to occur, these keys must match at both the NotifyLink Desktop software and the wireless device. In the NotifyLink solution, information transferred between the wireless device and the desktop or company LAN is not decrypted at any intermediate point. This means that only the desktop and wireless device users have access to the information sent between them. In particular, it means that the service provider does not have access to any potentially sensitive company information.

### **9.0 Company LAN Protection**

The protection of existing information found on the desktop or company LAN is the responsibility of the corporate MIS department. Information stored on the desktop is not specifically protected by the NotifyLink security system. The NotifyLink security system is intended to extend the existing security of information on the desktop to information being transmitted to, and available on, the ReFLEX 2way wireless device. Users desktop PC must be protected by a secure company firewall in order for the NotifyLink Desktop software solution to offer a reliable security system. If the user sends email from the wireless device to someone outside the company firewall, the message first travels to the "firewall protected" desktop.

### **10.0 Peer-to-Peer Addressing**

In addition to messages sent by email, which are sent securely, the 2way wireless device offers a peer-to-peer option allowing users to send messages from their 2way wireless device directly to another 2way wireless device using that wireless device's PIN or email address. Messages sent peer-to-peer are scrambled to protect against casual eavesdropping, but are not fully secure. If the user requires a fully secure link to send email, they will want to utilize the NotifyLink Desktop Edition form of secure email transmission.








## **Documentation & Detailed Information**

*The following is a list of detailed information  
about each NotifyLink Product Edition.*








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### **Internet Edition**

-  NotifyLink Frequently Asked Questions
-  Internet Edition User's Guide
-  Quick Reference Guide to Features
-  NotifyLink Feature Comparison
-  Internet Edition Data Sheet








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### **Desktop Edition—Standard**

-  NotifyLink Frequently Asked Questions
-  Desktop Edition-Standard Version User's Guide Talkabout ® T900
-  Desktop Edition-Standard Version User's Guide Timeport™ / Pagewriter
-  Quick Reference Guide to Features
-  NotifyLink Feature Comparison
-  Desktop Edition-Standard Version Data Sheet
-  Desktop Edition-Standard & Professional Version White Paper

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### **Desktop Edition—Professional**

-  NotifyLink Frequently Asked Questions
  -  Desktop Edition-Professional Version User's Guide Talkabout ® T900
  -  Desktop Edition-Professional Version User's Guide Timeport™ / Pagewriter
  -  Quick Reference Guide to Features
  -  NotifyLink Feature Comparison
  -  Desktop Edition-Professional Version Data Sheet
  -  Desktop Edition-Standard & Professional Version White Paper
-

# NotifyLink Desktop Frequently Asked Questions

1. What is NotifyLink Desktop?
2. Why should I use NotifyLink Desktop?
3. What is the main functionality of NotifyLink Desktop?
4. Why do I need to use NotifyLink Desktop when my wireless device can receive email?
5. Does NotifyLink Desktop work with other wireless devices?
6. Which email systems does NotifyLink Desktop software support?
7. Can I keep my existing email account?
8. Can I still send email using my wireless device's unique PIN based email account?
9. What email operations can I perform?
10. Can I view email attachments on my wireless two-way messaging device?
11. What email addresses will messages sent from my wireless two-way messaging device use?
12. Can I send attachments using my wireless two-way messaging device?
13. Can I keep copies of the messages I send?
14. What does a typical NotifyLink Desktop Notification consist of?
15. Do I get all of each message, or just part of it?
16. I'm worried about incurring excessive airtime charges. Can I filter the messages that I receive on my wireless device?
17. What is the difference between a Block and a Filter?
18. Is it possible to receive a virus on my wireless two-way messaging device?
19. What are the software and hardware requirements for NotifyLink Desktop software?
20. Does my PC need to be running for NotifyLink Desktop to work?
21. What happens if my company's Exchange Server goes down?
22. What if my PC loses Internet connectivity?
23. My PC has backups performed on it. Will this process interfere with the NotifyLink Desktop software?

## What is NotifyLink Desktop?

NotifyLink Desktop is a personal computer (PC) based software application that acts like a remote control for your PC Email, giving you the freedom to manage your messages from any location. Motorola powers NotifyLink Desktop with its ReFLEX® wireless network protocol, which integrates with your desktop Email application to handle the routing of your Email messages to your wireless device.

Designed to work with both corporate and personal Email systems, NotifyLink Desktop enables you to compose, read, reply to, and forward Email messages using your wireless device. NotifyLink Desktop allows you to react quickly without the need for a bulky laptop computer to access your Email.

Messages are sent from your PC with the FROM address as the desktop Email address. This eliminates the confusion of separate PC and mobile Email addresses. Using a single Email address, you can receive Email messages both in your desktop mailbox and on your wireless device.

With NotifyLink Desktop, you decide which messages you want to see on your wireless device. To help reduce your airtime costs, you can filter which messages are sent to your wireless device. You can even control how much of an Email message is sent. If you want to see more of a particular message, you can request additional text or you can wait until you return to the office to read the entire message.

An advantage NotifyLink Desktop has over other wireless Email applications is that it provides you with the option to keep a copy of the messages sent to and from your wireless device (the copy is saved on your PC). Handling attachments is also a snap. NotifyLink Desktop will advise you of the name of any attached files when you receive in an Email message. You can forward the message along with the attachment to an associate to handle, instead of waiting until you return to the office to open and read the attachment. NotifyLink Desktop will also allow you to use your wireless device to compose and remotely send Email messages from your own PC

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## Why should I use NotifyLink Desktop?

NotifyLink Desktop enables mobile professionals to make the most of their most precious resource: time.

- Extends the power of your email into the field
- Offers economical and simple-to-use wireless email extension
- No need for both office and remote email addresses.
- No need for a bulky laptop computer, if all you are going to use it for is remote access to your email.
- Enhances the value of your wireless two-way messaging device.

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### **What is the main functionality of NotifyLink Desktop?**

NotifyLink Desktop allows you to:

- Originate, receive, reply to, and forward email messages
- Remotely manage email attachments

In addition, NotifyLink Desktop offers the following:

- Location transparency
- Optimized wireless data solution

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### **Why do I need to use NotifyLink Desktop when my wireless device can receive email?**

With NotifyLink Desktop, you can send and receive email messages using your office email address whether you are using email in the office or from your wireless two-way messaging device. All messages you receive and send using the software will be stored in your email mailbox. In addition, from your wireless device, you can specify which messages and how much of each message you want to receive, thus reducing your airtime costs.

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### **Does NotifyLink Desktop work with other wireless devices?**

NotifyLink Desktop works with a variety of wireless two-way messaging devices, including the Motorola Talkabout® T900 2way, Timeport™, and Pagewriter™ 2000.

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### **Which email clients does NotifyLink Desktop software support?**

- Microsoft Outlook 97
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Microsoft Outlook 2002 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\* (POP3)
- Netscape Communicator 4.x, where x is 5 or greater\* (POP3)
- Eudora version 5.0 and later\* (POP3)

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### **Can I keep my existing email account?**

Yes. With NotifyLink Desktop you can keep your existing email account, and with the convenience of a single email address, people always know exactly how to reach you, plus you get the freedom to manage your email from any location.

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### **Can I still send email using my wireless device's unique PIN based email account?**

Yes. NotifyLink Desktop customers can easily send and receive email messages directly from any valid email address using their wireless device's unique PIN based email account. Thus, users retain the immediacy of message transportation that they expect from a wireless two-way messaging device.

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### **What email operations can I perform?**

You can originate, receive, reply to, and forward your business and personal email messages directly from your two-way messaging device, as if you sitting at your own office desk or home computer. (Note: Some operations may be device-dependent.)

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### **What email addresses will messages sent from my wireless two-way messaging device use?**

With NotifyLink Desktop, all email messages that are sent from your wireless device will use your normal business or personal email address. You decide which one to use and when to use it.

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### **Can I view email attachments on my wireless two-way messaging device?**

No, you cannot actually view the attachments; however, you can configure NotifyLink Desktop to advise you of the number or name of attachments on your email messages, as well as the size of the attachments. You can also forward messages with attachments to another person to handle, or you can wait until you return to your desktop to open and review the attachment. (Note: This functionality may be device-dependent.)

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### **Can I send attachments using my wireless two-way messaging device?**

You can forward email messages that you received that have attachments.

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### **Can I keep copies of the messages I send?**

Yes. Copies of messages will be sent to your normal business or personal email boxes.

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### **What does a typical NotifyLink Desktop Notification consist of?**

Typically, the Notification will include the sender, subject, size, date and time, and if there are attachments, the name and size of each attachment. The Notification can be customized to meet your needs.

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### **Do I get all of each message, or just part of it?**

You decide. You can receive only the first 100 characters of a message including the header, or the entire body up to 500 characters. If after you have received the first 100 characters of a message you want to see more, you can request an additional 100 characters, and so on.

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**I'm worried about incurring excessive airtime charges. Can I filter the messages that I receive on my wireless device?**

Yes. The NotifyLink Desktop message filtering capability allows you to control which messages are sent to your wireless device. You can set specific criteria to define which messages you want to block or set criteria for those messages that you want to receive.

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#### **What is the difference between a Block and a Filter?**

When you want to prevent messages from being sent to you from a specific email address, you may apply a **block** from your wireless device. This works just like blocking a call on your telephone. Once you have received an email message, you can apply the block to the email address, and no further messages originated from that email address will be sent to your wireless device. A block is NOT the same thing as a filter (although some filters might act like a block), and a block can **ONLY** be applied from your wireless device. A block will take precedence over any filters that you may have in place.

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#### **Is it possible to receive a virus on my wireless two-way messaging device?**

Network professionals have verified that viruses can only be damaging to a system if an attachment is opened. Since attachments can't be opened directly from your wireless two-way messaging device, no threat is posed at this time. (Source: Avert Labs for Network Associates.)

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#### **What are the software and hardware requirements for NotifyLink Desktop software?**

NotifyLink Desktop software requires the following:

##### **Hardware Requirements**

- Pentium Processor compatible or better with 20 MB of free hard disk space
- 64 MB RAM (or higher) recommended

##### **Operating System Requirements**

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with Service Pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

##### **Other**

- Internet Explorer 4.0 or higher.

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#### **Does my PC need to be running for NotifyLink Desktop to work?**

Your PC needs to be on and running in order for you to receive notifications on your wireless two-way messaging device.

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#### **What happens if my company's Exchange Server goes down?**

If your company's Exchange Server goes down, you must follow the same steps that you would for your email software. The normal process in this event is to stop the NotifyLink Desktop software and restart it.

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**What if my PC loses Internet connectivity?**

If your PC loses Internet connectivity, you will not be able to receive new email. Unless your email server is an Exchange Server (see above), you will begin to receive new emails when your Internet connection has been restored. Your new emails will *then* be sent to your wireless device by the NotifyLink Desktop software.

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**My PC has backups performed on it. Will this process interfere with the NotifyLink Desktop software?**

If your machine has backups performed on it, you should consult with your Network Administrator to verify that you can allow the NotifyLink Desktop software to remain running. Note: most backup software performs it's duty in the "background" and does not require you to stop software from running.

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# NotifyLink Professional User's Guide

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<b>Section 11</b>	▶ <u>Executing Commands from your Device</u>		
	▶ <u>Creating an Address Book on your Device</u>		
	▶ <u>List of Commands</u>		
	▶ <u>Requesting To See MORE or ALL of a Message</u>		
	▶ <u>Reply to a Person Who Sent You an Email Message</u>		
	▶ <u>Forward an Email Message</u>		
	▶ <u>Deleting an Email Message</u>		
	▶ <u>Originating an Email from Your Device</u>		
	▶ <u>BLOCK or UNBLOCK a Specified Email Address</u>		
	▶ <u>Turning Notification On or Off</u>		
	▶ <u>Checking for New Email Messages</u>		

- ▶ Using "Tags" to Format Your Email Messages
- ▶ Finding a File on Your PC
- ▶ PIM Commands

## **Section 12 ▶ Command Quick Reference**

- ▶ Commands Defined

## **Section 1 - What is NotifyLink Professional?**

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NotifyLink Professional is a personal computer (PC)-based software application that acts like a remote control for your PC email, giving you the freedom to manage your messages from any location. The NotifyLink Professional uses ReFLEX® wireless network protocol, to integrate with your PC email application to handle the routing of your email messages to your wireless device.

Designed to work with both corporate and personal email systems, NotifyLink Professional enables you to compose, read, reply to, and forward email messages using your wireless device. NotifyLink Professional allows you to react quickly without the need for a laptop computer to access your email.

Messages are sent from your wireless device with your PC email address as the FROM address (just as if they were sent from your PC email application). This eliminates the confusion of separate PC and mobile email addresses. Using a single email address, you can receive email messages both in your PC mailbox and on your wireless device.

With NotifyLink Professional, you decide which messages you want to see on your wireless device. To help reduce your airtime costs, you can filter which messages are sent to your wireless device. You can even control how much of an email message is sent. If you want to see more of a particular message, you can request additional text or you can wait until you return to your PC to read the entire message.

The advantage NotifyLink Professional has over other wireless email applications is that it provides you with the option to keep a copy of the messages sent to and from your wireless device (copy is saved on your PC). Handling attachments is also a snap. NotifyLink Professional will advise you of the file name, the file size, or the number of file attachments of any attached files when you receive in an email message. You can either forward the message along with the attachment to an associate, or wait until you return to the office to open and read the attachment. With your "Always On" connection, NotifyLink Professional allows you to use your wireless device to compose and remotely send email messages with attachments.

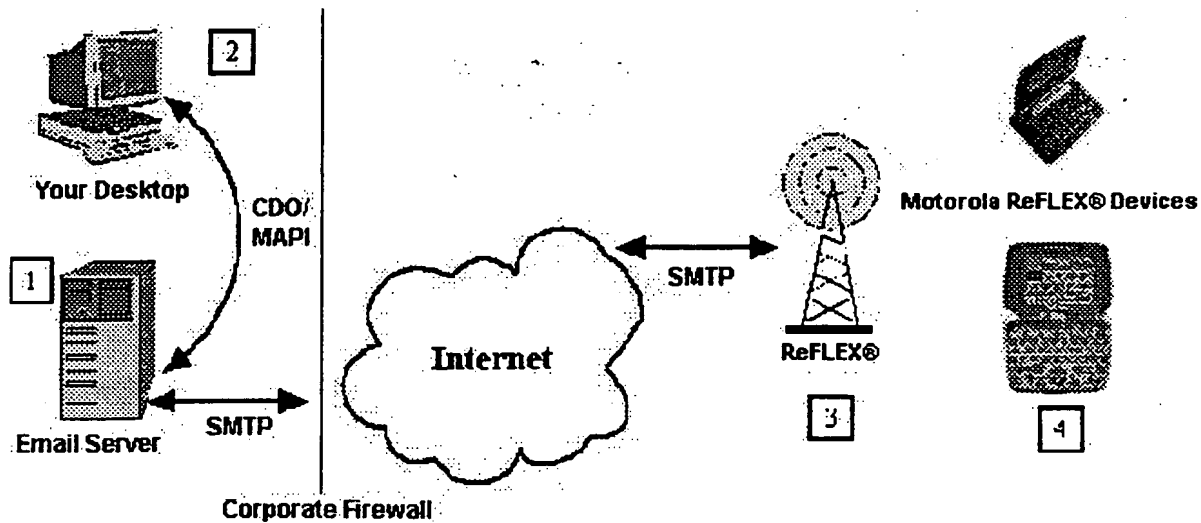
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## **Section 2 - Overview of System Architecture**

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The operation of NotifyLink Professional is illustrated in Figure 1 below.

- Email arrives at email Server (1).
- The NotifyLink Professional application receives notification of email (2).
- NotifyLink Professional processes the message and sends it to the ReFLEX network via the Internet (3).
- The network sends the message to your wireless device (4).



**Figure 1**

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## Section 3 - PC System Requirements

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### PC Requirements:

- Pentium Processor compatible or better with 20 MB of free hard disk space
- 64 MB RAM (or higher) recommended

### Operating System Requirements:

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with Service Pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

### Email Clients Supported:

- Microsoft Outlook 97 (Corporate or Workgroup)
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)

**Note:** If you have just installed Outlook on your PC you will need to open and run Outlook to complete the Outlook setup process.

### Other Requirements:

- MDAC 2.11 or higher. The Microsoft Data Access Components (MDAC) are the key technologies that enable Universal Data Access. They are installed with many different Microsoft products. The installation program will check and determine if these files need to be installed on your system.
- Microsoft Internet Explorer 4.0 or higher. **Note:** Internet Explorer does not have to be your default browser, it only has to be configured and ran at least one time.

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## **Section 4 - Installation**

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You must first install the NotifyLink Professional software on your PC.

### **Before you begin the Installation Process, please complete the following:**

Save any files that you are working on and close down all other programs currently running on your PC.  
**Note:** The installation may require that you reboot your PC multiple times.

**Note:** If you install the software in an office environment, you may not have sufficient privileges to download software. If you do not have authorization, you will need to contact your local System Administrator. If you install the software at your business and your business has firewalls setup, you may receive the following error message: "Cannot connect. Please check your Internet connection." Please consult with your business Network Administrator before calling the Support department.

### **Install NotifyLink Professional Software to Your Computer**

Install the NotifyLink Professional software files from the web site address you were given.

You may run the Installation two ways - **Download to your Hard Disk**, or **Run this Program from its current location**.

#### **Download to your Hard Disk**

1. Select "Click here to download Motorola MyMail Install file". NotifyLink Professional to your hard disk, make a note as to where it is saved. A dialog box displays showing the initial stages of the software installation. (Depending upon your browser software, you must then close the dialog box, or it closes automatically).
2. From your PC, go to "My Computer". (your hard disk).
3. Select the location where you saved the NotifyLink Professional software to.
4. Select MyMail.exe. **Note:** Based upon your current files view setup in Windows Explorer, your file names may not include .exe, it will just state the file name.
5. Select your preferred settings throughout the setup process. Suggested settings are provided. However, you must accept the license agreement to install the software. Also, you may want to check the box to add NotifyLink Professional to your Startup Folder. **Note:** During this process, the software prompts you if you need to update your MDAC files. If so, download the file mdac\_typ.exe and install. **Note:** if your executables are disabled, your file names will not include .exe, it will just state the file name.
6. After the Wise Installation Wizard has completed, Select **Finish** to exit.

#### **Run this Program from its current location**

1. Select "Click here to download Motorola MyMail Install file". Select **Run this program from its current location**.
2. Select your preferred settings throughout the setup process. Suggested settings are provided. However, you must accept the license agreement to install the software. Also, you may want to check the box to add NotifyLink Professional to your Startup Folder. **Note:** During this process, the software prompts you if you need to update your MDAC files. If so, download the file mdac\_typ.exe and install. **Note:** if your executables are disabled, your file names will not include .exe it will just state the file name)
3. After the Wise Installation Wizard has completed, Select **Finish** to exit.

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## **Section 5 - First Time Setup**

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Once you have installed the NotifyLink Professional software application, you must then run the **First Time Setup**.

### **First Time Setup**

1. Go to the **START** menu and run **PROGRAMS, Motorola MyMail, Motorola MyMail**. The setup wizard will walk you through the necessary steps.
2. In the "First Time Setup" window, enter your First Name and Last Name in the Personal Information section.
3. In the **Device Information** section, type in the device Personal Identification Number (i.e., the telephone number of your messaging device) in the **Wireless Address** box. Type it again to confirm. If your Wireless Service Provider has assigned your Wireless Device an **Alias**, you need to enter the alias in the **Wireless Address Alias** field. (*The Alias is only enabled by the carrier - not NotifyLink Professional*).

**Wireless Address** example: 5551234

**Wireless Address Alias** example: john.smith

4. In the **Product Registration** section, enter in your **Product Key**.
5. Select **Continue** to proceed.
6. Select your Service Domain. Your Service Domain is located at the right of the @ symbol in your wireless address.
7. Select **Continue**.
8. If your PC is setup with a Microsoft Exchange Server, continue to Section 6. If your PC is not setup with a Microsoft Exchange Server, continue to Section 7.

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## **Section 6 - Microsoft Exchange Setup**

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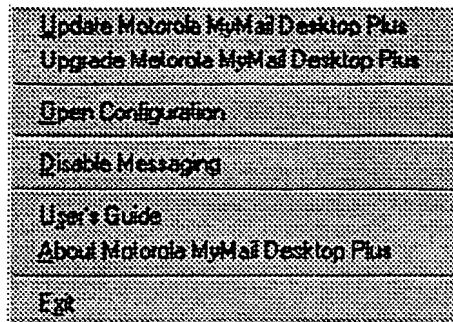
If your PC is setup with a Microsoft Exchange Server account, the next window that displays is Desktop Exchange Setup.

1. **Type in the default email address** pertaining to the account detected. For example, john.smith@company.com. If you need assistance, please contact your Network Administrator.
2. Type the same address again in the box below to confirm.
3. Select **OK** to proceed. NotifyLink Professional will take you to the Configuration program where you can customize notification options.

## **Section 7 - System Tray Menu**

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NotifyLink Professional runs in your PC system tray. Various options are available when you right-click on the NotifyLink Professional icon in the system tray, as shown in Figure 2.



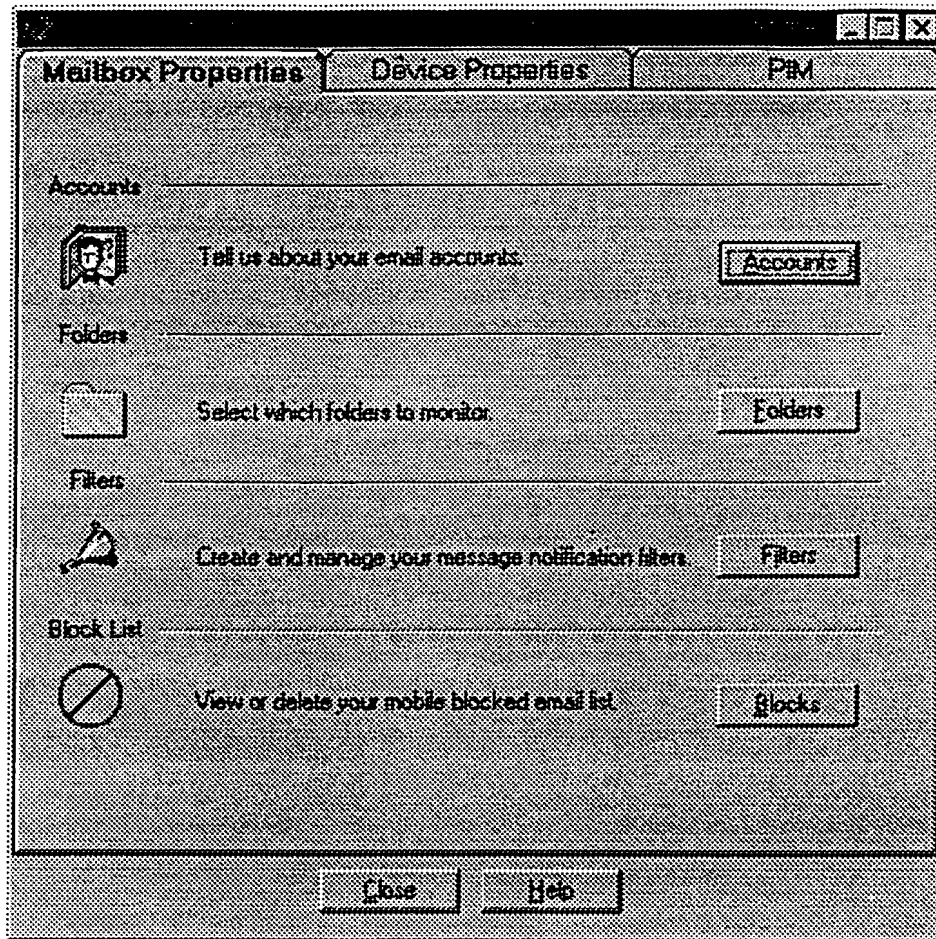
**Figure 2**

- **Update NotifyLink Professional:** This menu option is utilized to check for software updates to the NotifyLink Professional. If a new version is found, NotifyLink Professional automatically perform an update. **Note:** When the application is launched, your software automatically checks for updates every 30 days. If a newer version is found, you may be required to restart your PC.
- **Upgrade NotifyLink Professional:** This menu option is for users who have not yet upgraded their NotifyLink Professional software. To upgrade, enter the Product Key you were provided when you purchase your upgrade.
- **Open Configuration:** This menu option allows you to open the NotifyLink Professional software to modify your current settings. **Note:** Email notification is disabled while you are in **Open Configuration**.
- **Disable Messaging/Enable Messaging:** This menu option allows you to enable or disable emails from being sent to your wireless device. To enable messaging, right click on the NotifyLink Professional icon and select **Enable Messaging**. To disable messaging, right click on the NotifyLink Professional icon and select **Disable Messaging**. **Note:** The Disable Messaging feature overrides the screen saver activation feature.
- **User's Guide:** This menu option enables you to view the User's Guide online. **Note:** Your PC must be currently connected to the User's Guide.
- **About NotifyLink Professional:** This menu option enables you to view the About notes for the NotifyLink Professional software.

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## Section 8 - Mailbox Properties Screen

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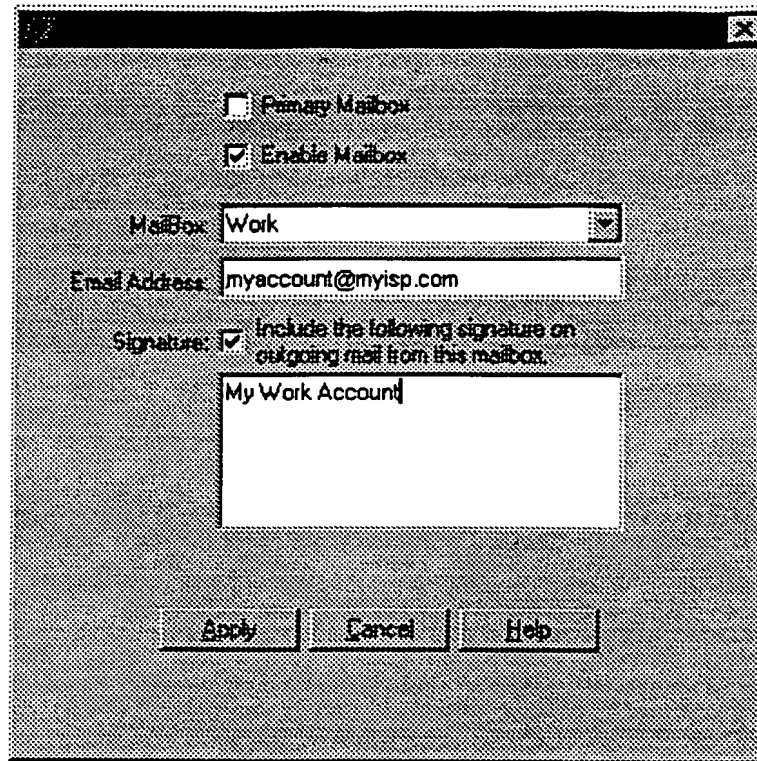
**Figure 3**

## **Accounts**

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### **To Manage Your Account Options:**

1. Right click on the NotifyLink Professional icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Accounts**. The following screen displays, as shown in Figure 4.



**Figure 4**

When opened, the configuration screen contains email information found during the installation process of the NotifyLink Professional software. If you are using an Exchange Server, you must enter your default SMTP address used on the server. If you later add additional email accounts within your default email software, NotifyLink Professional detects and adds those accounts the next time you start the program.

You may receive notification of email messages from multiple email accounts on your wireless device, but you must select which ones by enabling the checkbox for each account.

### **Defining Accounts**

For each account that NotifyLink Professional detects, you may specify the following:

- **Mailbox:** A name identifying your mailbox (e.g. - Office or Home). Mailbox names are limited to 8 characters.
- If only one email account is being used for messages to your device, NotifyLink Professional shows your default mail account.

Some individuals have more than one email accounts. MyMail detects various accounts and assigns a generic name for each. You can highlight each and rename. This helps you identify which account received the message.

- **Email Address:** MyMail Desktop detects any email addresses that you have defined in your email client software. These accounts may have been detected on First Time Setup if they were present at the time. If so, they correspond with the Mailbox name you had defined.

You have three options for each email address:

- **Primary Mailbox:** Check this box to apply settings of the currently selected email account. This option is not shown on the default account or if you have one account..
- **Enable Mailbox:** You may enable or disable individual mailboxes. If you want NotifyLink Professional to check this mailbox for messages, check **Enable Mailbox**. If you want to temporarily prevent NotifyLink Professional from notifying you of messages in this mailbox, do



*not* check **Enable Mailbox**.

- **Signature:** If you would like outgoing messages from your device to include a signature, check the **Signature** box and fill in the area below, this text appends to the outgoing mail from the selected Mailbox. Your Signature is the text that you type in the Signature box. **Note:** if you utilize the signature feature on your device and you place an additional signature in this field, your outgoing messages will have 2 signatures.

When finished, select **Apply** to set any changes and **OK** to return to the **Mailbox Properties** screen.

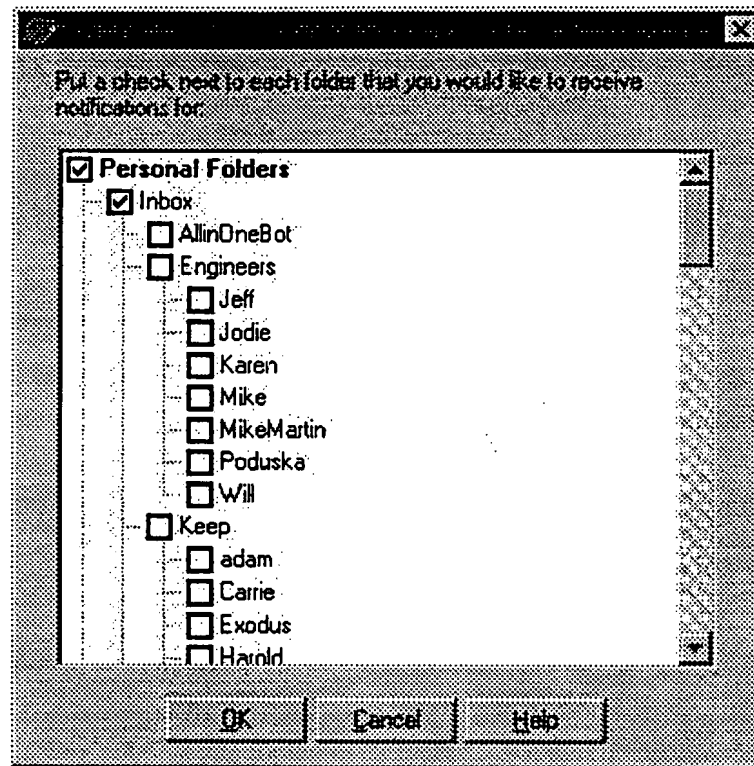
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## Folders

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MyMail continually scans folders for new email. By default, it scans only the Inbox. If all of your emails go directly into your Inbox, skip this section.

Many use the "rules" feature in their email program. In doing so, certain emails are automatically moved to specific folders. You may prefer to be notified when email arrives in those folders. If you organize email into separate folders by using "rules", the Folders option in NotifyLink Professional allows you to select which folder(s) you want monitored. NotifyLink Professional searches all of the selected folders for new email and, if it meets the criteria you have defined in NotifyLink Professional's configuration, the emails are forwarded to your Wireless device. For example, this feature could be used when you have separate sub-folders for each of your co-workers and your boss. By filtering, you can specify which individual's emails are forwarded from your desktop PC to your wireless device.



**Figure 5**

1. Right click on the NotifyLink Professional icon ( or ) in your Windows System Tray and
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Folders**. The screen shown in Figure 5 is displayed. You will see all the Folders that have been created by you on your PC.
5. Place a check in the box to the left of the folder to enable it. **Note:** The main folder Inbox *does*

not need to be activated for the personalized subfolders under it to be selected, they are separate folders.

6. When finished, select **OK** to save your changes and close the Folders window.

**Note:** Your root folders (denoted in bold letters) are automatically checked and cannot be unchecked. This allows NotifyLink Professional to monitor any additional folders that you may add in the future.

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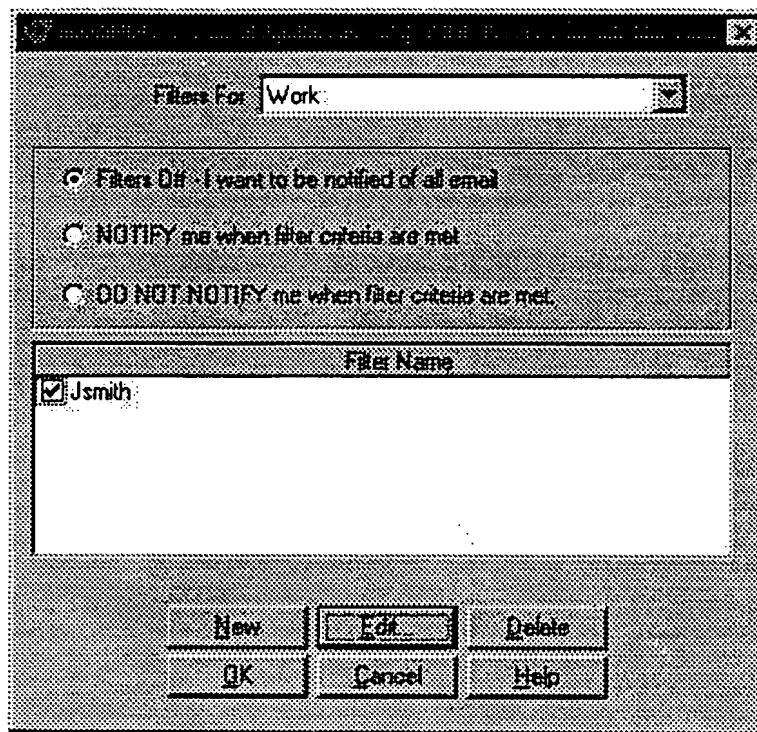
## Filters

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It is recommended that you learn more about the types of email you do not want forwarded to your device before setting up Message Filters.

The Message Filters screen allows you to control which messages are sent to your messaging device. For each mailbox account, you may specify criteria to define which emails you don't want to receive, or set criteria for those emails you want to receive.

Because Filters are specific for each Mailbox, before creating a New Filter, you must select the Mailbox you want the Filter setup for. When editing the filter make sure to specify the correct Mailbox from the drop down menu before proceeding.





**Figure 6**

You may select from several different filter options.

### Setting Up Message Filters

#### To Setup the Message Filter Criteria:

1. Right click on the NotifyLink Professional icon (  or  ) in your Windows System Tray
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the NotifyLink Professional icon on your PC or launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.

4. **Select Filters.**
5. Select the desired mailbox from the **Filters For** drop down menu, shown in Figure 6.
6. **Select New.** This will create a new **Default Filter** in the **Filter Name** window, as shown in Figure 6.
7. Select the new filter then select **Edit** to open a new window
8. In the **Filter Name** field enter a new filter name. This helps you to identify this filter in the future.
9. Define your filter criteria.

### **Define Filter Criteria**

Select the criteria that you want to use to filter your mail:

**Figure 7**

- **The Email Came From:** You may enter one email address, or multiple email addresses separated by a space, comma or semicolon. By using the **Lookup** button, you may access addresses contained in your email software address book. Filter matching is exact. In other words, you must enter the "Reply to" email address exactly as it is shown on emails which you receive.
- **The Subject of the Email Contains:** You may enter any word(s) separated by a space, comma or semicolon. Filter matching is exact. If you enter more than one word, then **all** of the words (in any order or placement) must be matched for the filter criteria to be met.
- **The Body of the Email Contains:** You may enter any word(s) separated by a space, comma or semicolon. Filter matching is exact. If you enter more than one word, then **all** of the words (in any order or placement) must be matched for the filter criteria to be met.
- **The Email Was Sent To:** You may enter one email address, or multiple email addresses separated by a space, comma or semicolon. By using the **Lookup** button, you may access addresses contained in your email software address book. Filter matching is exact, you must enter the "Reply to" email address exactly as it is shown on emails which you receive.
- **Recipient Types are:**
  - **Sent to me:** This feature matches email that is in the **TO:** field of the email address.
  - **CC: to me:** This feature matches email that is in the **CC:** field of the email address.
  - **BCC: to me:** This feature matches email that is in the **BCC:** field of the email address.
- **Importance:** This feature is not supported in all email software packages and works only if your software *and the sender's software* supports it. You may select **Normal**, **High** or **Low** as the

minimum importance of the messages for your filter. **Note:** Messages AT or GREATER than the importance option that you select meets the filter criteria, (e.g. messages marked Confidential do not meet the criteria if Private is selected.)

- **Sensitivity:** This feature is not supported in all email software packages and works only if your software *and the sender's software* supports it. You may select **Normal**, **Personal**, **Private** or **Confidential**. **Note:** Only messages marked with the specific option that you select meets the filter criteria, (e.g. messages marked Confidential do not meet the criteria if Private is selected.)

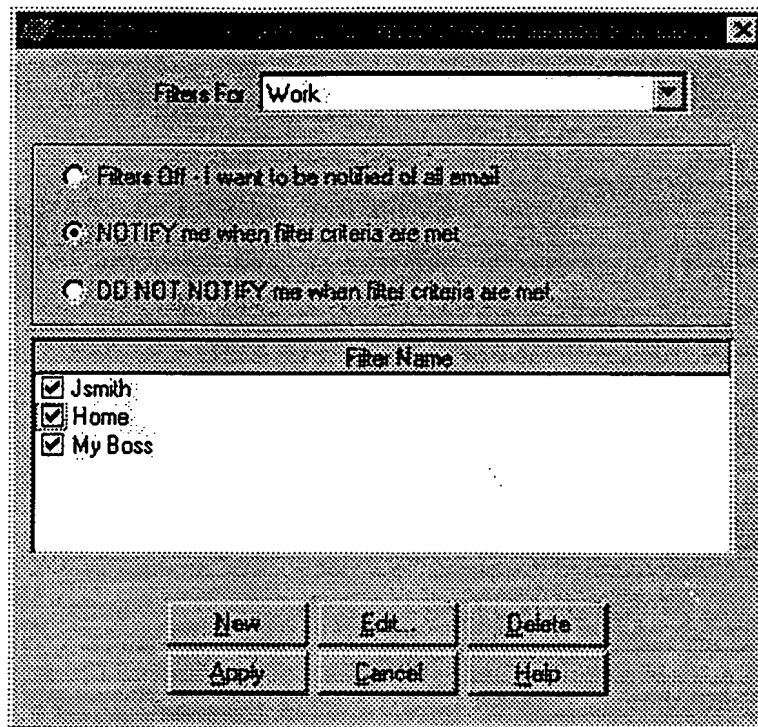
### **Tips For Multiple Fields Within One Filter**

You may select one or more types of filter criteria. When using multiple criteria, **ALL** fields that you selected must match the email. For example, The email Came From "jsmith@isp.com" **AND** The Subject of the email Contains "Work".

After you are finished selecting your filter criteria, click **OK** to return to **Filters**.

Repeat steps 1 - 10 for each filter that you want to set up. In Figure 8, shows that 3 filters were setup.

1. After you have finished setting up your filters, you may choose from one of three options for using them.
2. **Filters Off** - I want to be notified of all email
3. **NOTIFY** me when filter criteria are met
4. **DO NOT NOTIFY** me when filter criteria are met



**Figure 8**

### **Select the Filter Option**

Select the option that you want for your filters and check the box next to the filter name you would like this option to apply to. **Note:** You may deselect the checkbox next to any filter name to disable the filter. When finished select **Apply** to save the changes, and **OK** to close the Filters window.

### **Tips For Multiple Filters**



You may create multiple filters, as shown in Figure 8. If you have Multiple filters defined, NotifyLink Professional follows your selected option (Notify me or Do Not Notify Me) when at least one of your

filters is matched.

**For Example:** When the email matches ONE or ALL of your defined filters, as shown in Figure 8, Jsmith OR it matches Home, OR it matches My Boss, then the appropriate action is taken.



### **Editing Message Filters**

To modify your existing email filters

1. Right click on the NotifyLink Professional icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the desired mailbox from the **Filters For** drop down menu.  
In the **Filter Name** window, select the name of the filter you want to edit.
6. Select **Edit**.  
Make your changes in the **Filter** information box(s).
7. Select **OK** to set and return to **Filters**.
8. Verify the box next to the filter name is checked to enable the filter.
9. Select **Apply** if you have made changes, or **OK** to close the Filters window.

### **Deleting a Message Filter**

To delete a message notification filter

1. Right click on the NotifyLink Professional icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Filters**.
5. Select the correct mailbox from the **Filters For** drop down menu.  
In the **Filter Name** window, select the name of the filter you want to delete.
6. Select **Delete**.
7. Select **Yes** to confirm you want to delete the filter and to return to the Filters window, or **NO** to cancel and return to the Filters window

**Note:** To save a filter for future use, deselect the checkbox next to the filter name to disable it, rather than deleting it.

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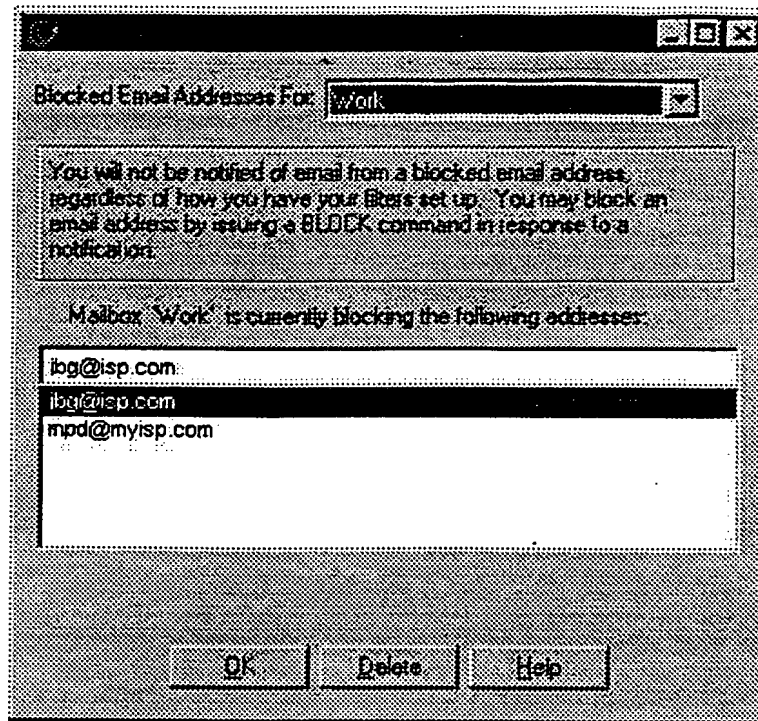
## **Block**

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Blocks in the NotifyLink Professional program are really an interactive filter builder. Blocks will prevent NotifyLink Professional from forwarding emails from specific email address to your device. As you receive emails on your device, you can respond to the message with a custom reply of "**Block**". From then on, when an email from that address arrives in your PC inbox, it not forwarded to your device. It remains in your inbox on your desktop. You may however, revisit this section at a later time and "unblock" any addresses, thereby allowing messages from that specific sender to once again be forwarded to your device.

The **UNBLOCK** command can be used to unblock an address you want to receive messages from.

**Note:** The list of Blocked email addresses, found in your configuration application, can be added to from your wireless device in response to unwanted email. NotifyLink Professional does not allow blocks to be added to the list from your PC. However, you can delete a blocked email address from the list from your PC, or from your wireless device by issuing the **UNBLOCK** command.



**Figure 9**

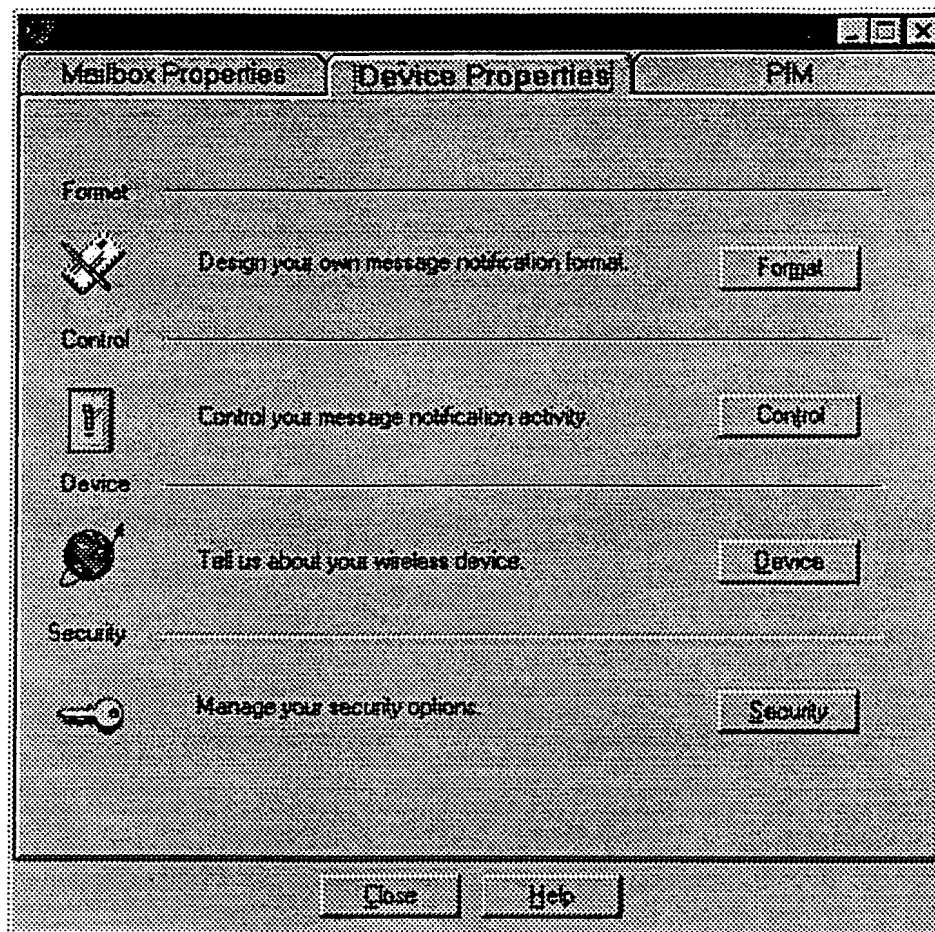
**To View or Delete an Address From Your List of Blocked Email Addresses**

1. Right click on the NotifyLink Professional icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Mailbox Properties**.
4. Select **Blocks**.
5. Select the correct mailbox from the **Blocked Email Addresses For** drop down menu.
6. To **Delete a Block**, select the name of the address you want to delete, then select **Delete**.
7. Select **Yes** to confirm you want to delete the Block.
8. Select **OK** to close the window.

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**Section 9 - Device Properties Screen**

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**Figure 10**

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### **Format**

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The Message Format screen allows you to specify and change what information and how much information you want on your wireless device. You can choose all or only select parts of your email. These are set for each Mailbox account.

This is where you may specify what elements are taken from the original email and forwarded to your device. The more header information you receive, the less text of an email you will be able to view. You need to complete these fields for each mailbox that forwards email to your device. You may find that you revisit this location frequently. This is where your Mailbox is important.

### **Include in Message Field**

These 6 features determine what information is included with emails sent to your device. Keep in mind that every option you select counts as a portion of the number of characters sent to your device. Mailbox name is only relevant if you are using more than one email address with NotifyLink Professional and your device.

- **Mailbox Name:** Check this box **ONLY** if you have more than one email account set to forward messages to your device. It helps to differentiate between inboxes when you are checking email on your wireless device. Remember, these fields add characters to your message length.
- **Sender's Name/Address:** It is recommended that you check this box if you want to see the name and email address of the original sender of the email.
- **Subject:** Check this box if you want to view the subject of an email being received on your device.
- **Date:** Check this box if you want to view the date of an email being received on your device.

- **Time:** Check this box if you want to view the time of an email being received on your device.
- **Remaining Characters:** Check this box if you would like to view the number of remaining characters in an email being received on your device.
- **Attachments** - Although you are not able to read the Attachment on your wireless device, the following options are available for your message notifications:

### **Attachments**

- **Send No Attachment Info:** Prevents any attachment information from being sent to your wireless device
- **Number of Attachments:** Provides the number of files attached to the email that was sent to your wireless device
- **Attachment Names:** Provides the names of the files attached to the email that was sent to your wireless device
- **Attachment Size:** Provides the size in Kilobytes of the file(s) attached to the email that was sent to your wireless device. This information can be enabled for both Number of Attachments and Attachment Names options. If you select either of these two, you may place a check in the box for the Attachment Size. **Note:** this option can only be selected when you have placed a check in the box next to either the Number of Attachments or the Attachments Names options.

### **Message Body**

From the Message Body section in Format, you may select the following:

- **Send No Body:** Prevents the email body from being sent to your wireless device
- **Send Partial Body:** Forwards a portion of the email body to your wireless device. Use the arrows in the Notification Size box to select the number of desired characters. The maximum number you can select is dependent upon the billing package for your wireless device service.
- **Send Full Body:** Forwards the full email body, up to the maximum number of characters allowed by your wireless carrier. **Note:** Check with your wireless provider for billing plans, restrictions, and additional information.
- **Notification Size:** The total number of email characters forwarded to your wireless device for each email. You may select the number of characters that you want to receive for each email notification using the up and down arrows. **Note:** If you include more information in your email notification header, fewer characters are available for the body of the email to be viewed on your device. For example, if you select 100 characters for the Notification Size, you will not be able to see much of your email message body.
- **MORE Command:** This is a command allows you to issue a reply from your device to receive more characters of an email. When sending a MORE command from your wireless device there are two ways the message can be sent. Select one of the following two options. The first option sends the message in increments according to the number of characters specified in the Notification Size setting. The second option sends the maximum number of characters, which are 500 for most wireless devices.



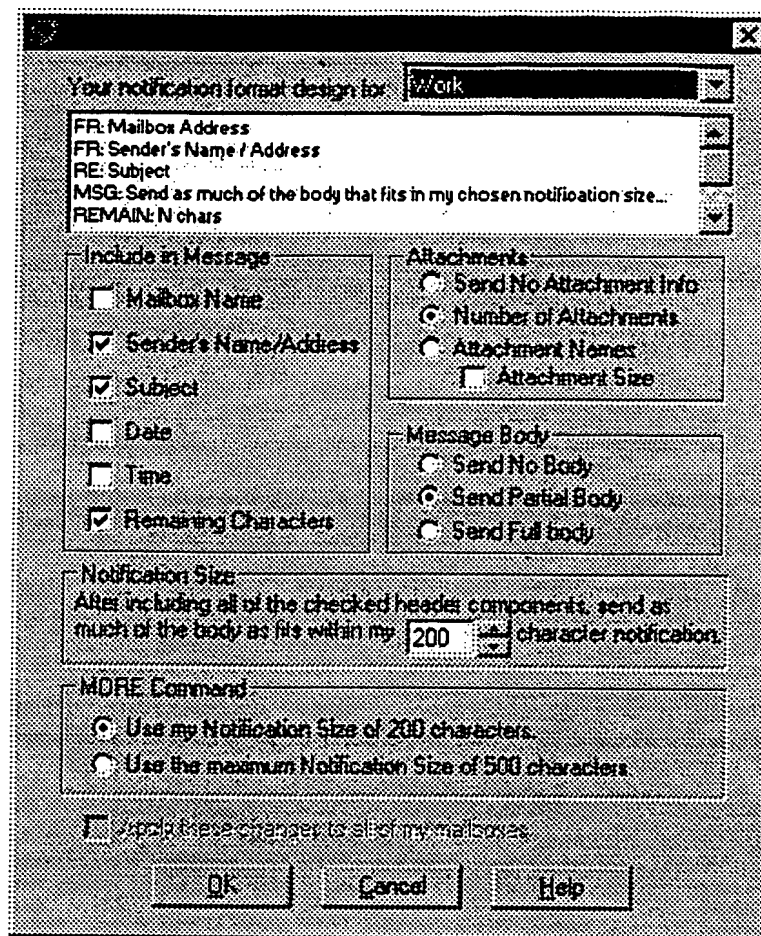


Figure 11

### Customize Your Message Format

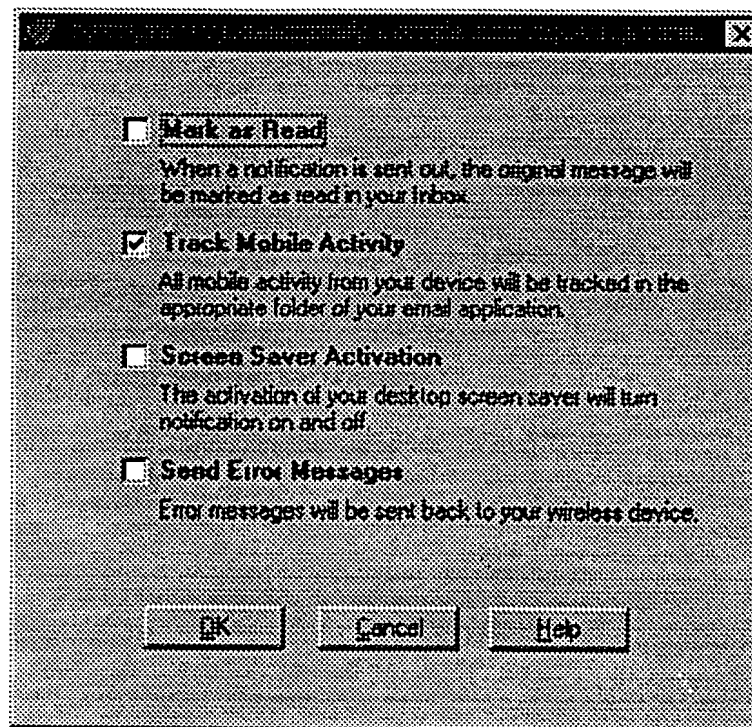
1. Right click on the NotifyLink Professional icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Format**.
5. Select the **Mailbox** name for the account you wish to design the Notification Format for from the drop down menu, as shown in Figure 11.
6. Place a check in the box(es) next to the information you want to include in your email notification. In the preview window, NotifyLink Professional enables you see changes to the email Format.
7. Select **Send No Attachments**, **Attachment Names**, or **Number of Attachments**. Select the additional information of the attachment size by placing a check a check in the box adjacent to this option.
8. Select **Send No Body**, **Send Partial Body**, or **Send Full Body**. **Note:** Check with your wireless provider for billing plans, restrictions, and additional information.
9. Select the **Notification Size**, (from 100 to 500) you want to receive for each email notification. **Note:** This is the "total size" of your email notification, including all header information along with the body of your message. Your wireless carrier governs the maximum number of characters that can be sent per notification.
10. Select the amount of characters that you want to receive when you use the **MORE** command. You may choose to receive the same number of characters as your Notification Size in 9 above, or you may choose to receive the maximum amount of characters allowed by your carrier.
11. When finished, select **Apply** to save changes and **OK** to return to the **Device Properties** screen.

## Control

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The **Control** options screen allows you to set options that effect all accounts.

- **Mark As Read:** When this box is checked, as new email arrives in your Inbox and is forwarded to your device, it is automatically become a read item in your Inbox on your PC.
- **Track Mobile Activity:** When Track Mobile Activity is activated, all activity of the NotifyLink Professional is tracked in your PC inbox and Sent items. When email is forwarded to your device, NotifyLink Professional places the additional email into your Sent Items folder on your PC. When you originate or forward an email from your device, that email appears in your Inbox on your PC. Deselection of Track Mobile Activity causes all notification emails sent to and created by NotifyLink Professional to be automatically cleared from the Inbox and Sent Items folders.
- **Screen Saver Activation:** Selection of this box causes NotifyLink Professional to automatically forward new emails to your device when you have disabled messaging and the screen saver on your PC activates. This can be useful when you spend time at your desktop PC and don't want to receive messages until your activation option has no effect. **Note:** Remotely disabling messaging overrides the Screen Saver Activation.
- **Send Error Messages:** When checked, this feature sends your wireless device an error message in the event that you have typed in a command incorrectly or performed a user error.



**Figure 12**

### To Control Your Message Notification Activity

1. Right click on the NotifyLink Professional icon (● or ●) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Control**.
5. Select **Mark as Read** by placing a check in the box to the left or disable by leaving the box to the left empty
6. Select **Track Mobile Activity** by leaving the box to the left checked or disable by placing a check in the box to the left or disable by leaving the box to the left empty.
7. Select **Screen Saver Activation** by placing a check in the box to the left or disable by leaving the

- box to the left empty.
8. Select **Send Error Messages** by placing a check in the box to the left or disable by leaving the box to the left empty.
  9. When finished, select **OK** to save your selections and return to the **Device Properties** screen.

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## Device

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This is a great place to simply verify that all of the information is correct: Service Provider, Notification Device, Wireless Address, any aliases. This screen displays the settings that were created when you went through First Time Setup.

### To View Your Wireless Provider Information

1. Right click on the NotifyLink Professional icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, launch NotifyLink Professional through Start/Programs/Motorola MyMail/Motorola MyMail.
3. Select **Device Properties**.
4. Select **Device**.

**Figure 13**

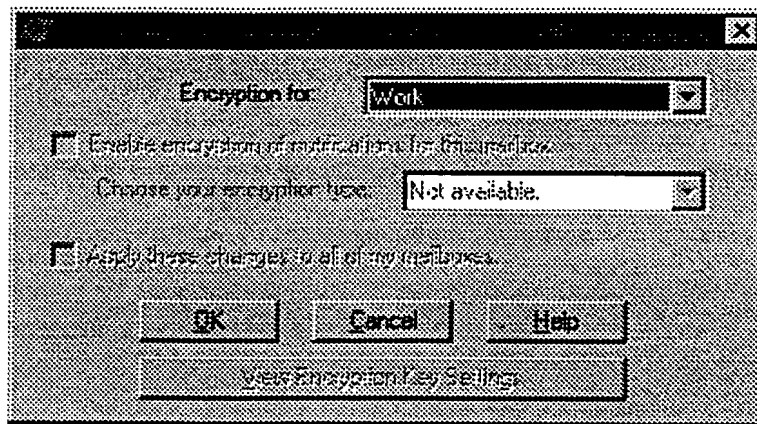
- **Service Provider:** This is the name of the wireless service provider from which you bought your wireless device, and that provides your messaging service. This option cannot be modified.
- **Notification Device:** This is the name of the device that receives your NotifyLink Professional message notifications.
- **Wireless Address:** This is your Personal Identification Number (i.e. the telephone number of your messaging device).
- **Wireless Address Alias:** If your Wireless Device has been assigned an alias, enter the alias here. This information is required so the PC can identify your Wireless Device when you send messages. Your carrier, not NotifyLink Professional, enables your Alias.
- **View Activity Log:** You may view your Activity Log by selecting **View Activity Log**. This information provides the number of characters associated with your transactions.
  - **Clear Log:** This removes all data in the log.
  - **Print:** This prints the log on your default printer
  - **Export to File:** This will allow you to save the log to a file in the same directory that NotifyLink Professional is installed
  - Select **Close** to return to the Device Information Screen
- Select **Apply** to save any changes and **OK** to return to the Device Properties screen

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## **Security**

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This feature is not available.



**Figure 14**

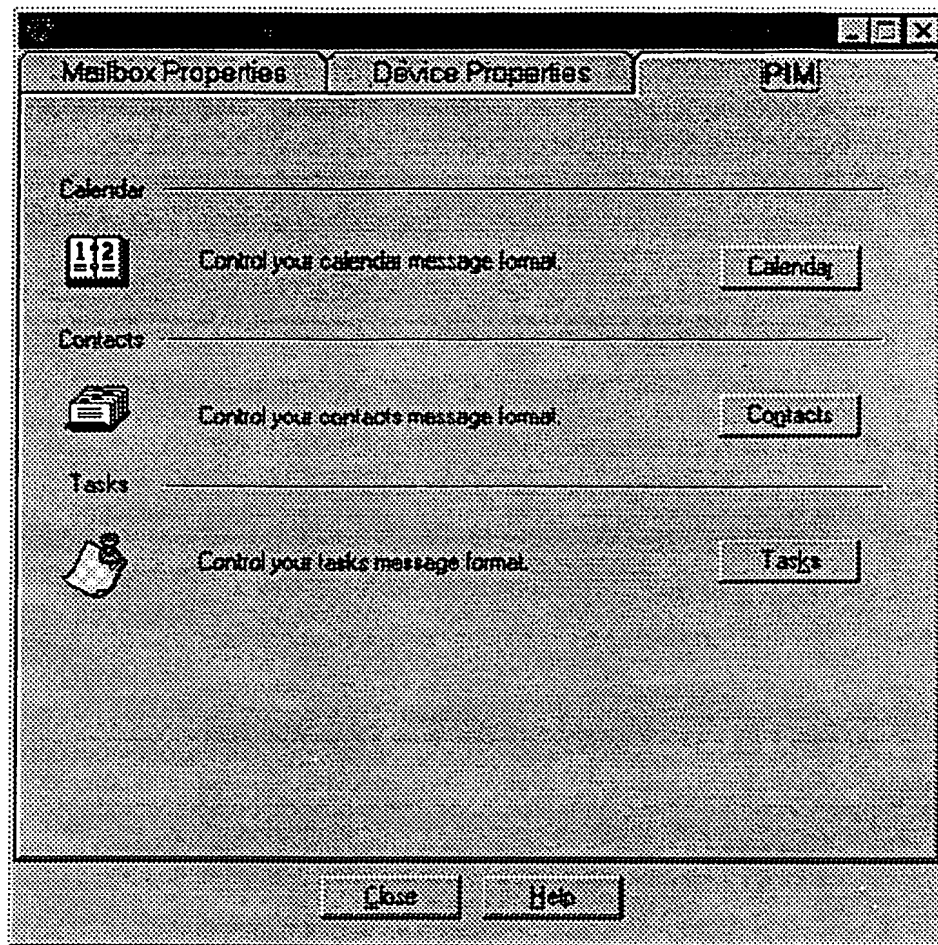
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## **Section 10 - PIM (Personal Information Management)**

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Personal Information Management is a tool that works with your Microsoft Outlook (PIM).

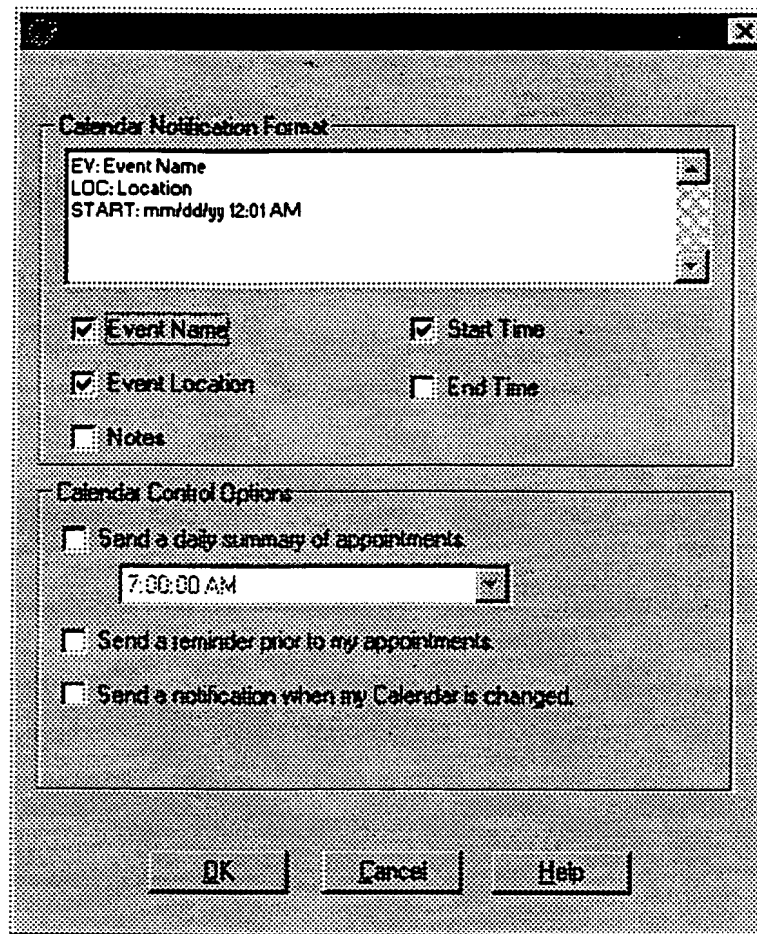
PIM queries allow you to send commands to your PC, in order to interact with Microsoft Outlook's PIM information. Specifically, you may send messages to search your "Calendar", "Contacts", or "Tasks" folders, and have this information returned to your wireless device. The information will be returned as a tag formatted notification. You may set your PIM controls using the screen found in Figure 16.



**Figure 15**



### **Calendar**

The Calendar query allows you to search Microsoft Outlook's "Calendar" folder remotely. A calendar event can be searched for by the date of the event. Each event for that day that has not yet occurred will then be returned to the wireless device.



**Figure 16**

**To Define or Make Changes to Your Calendar Settings:**

1. Right click on the icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the icon on your PC or launch through Start/Programs/Motorola MyMail.
3. Select the **PIM** tab.
4. Select the **Calendar** and the screen shown in Figure 17 will appear.
5. Place a check in the boxes next to the information you want to include in the Calendar notification you receive on your wireless device. **Note:** You may view the changes to the calendar Notification Format in the preview window.

1. **Send a daily summary of appointments:** if you select this options, you must enter the time of day you would like all Calendar notifications sent to your wireless device for each day. Each event will be sent as a separate notification. **Note:** The daily summary of appointments returns appointments that have not passed. It is recommended that you choose a time that best fits your schedule.
2. **Send a reminder prior to my appointments:** If you select this option, a reminder will be sent to your wireless device informing you that you have an appointment. **Note:** you must have the default reminder option selected in Outlook for this event also. The reminder will be sent to your wireless device **5 minutes** before the reminder option in Outlook.

For example: if you have your default reminder option set to 15 minutes in Outlook, the notification will be sent to your wireless device 20 minutes before the appointment start time.

3. **Send a notification when my Calendar is changed:** in the event that your Calendar is changed, a notification will be sent to your wireless device informing you of the change.
6. **Send a daily summary of appointments:** if you select this options, you must enter the time of

day you would like all Calendar notifications sent to your wireless device for each day. Each event will be sent as a separate notification. **Note:** The daily summary of appointments returns appointments that have not passed. It is recommended that you choose a time that best fits your schedule.

7. **Send a reminder prior to my appointments:** If you select this option, a reminder will be sent to your wireless device informing you that you have an appointment. This reminder will be sent **5 minutes** before the appointment start time.
8. **Send a notification when my Calendar is changed:** in the event that your Calendar is changed, a notification will be sent to your wireless device informing you of the change.
9. Select **Apply** to save any changes and **OK** to return to the **PIM** tab.

### Contacts

The Contact query allows you to search Microsoft Outlook's "Contacts" folder. A contact may be searched for by either name (first or last), email address, or phone number.

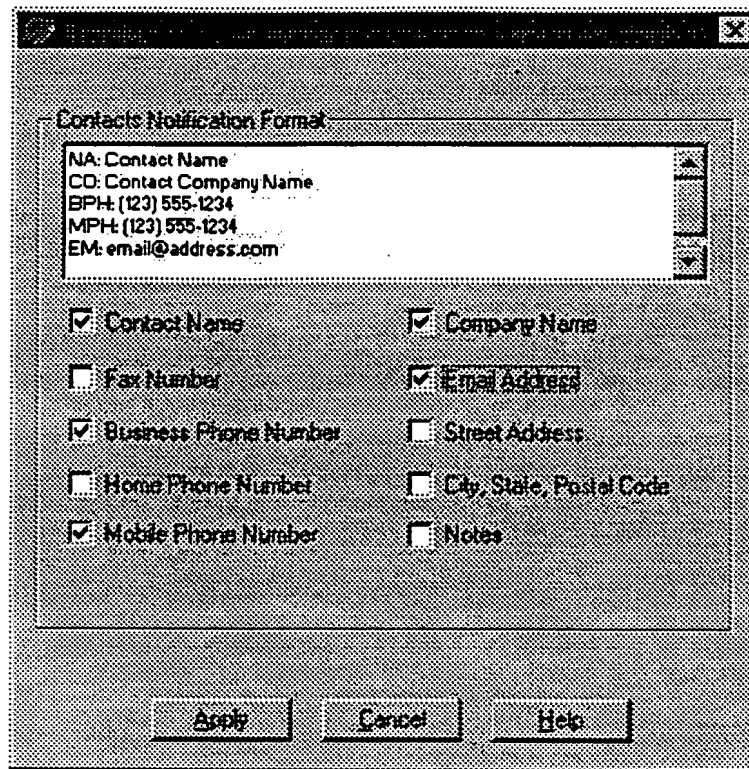


Figure 17

### To Define or Make Changes to Your Contacts Settings:

1. Right click on the icon ( or ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the icon on your PC or launch through Start/Programs/Motorola MyMail.
3. Select the **PIM**.
4. Select the **Contacts** button and the screen as seen in Figure 18 will appear.
5. Place a check in the boxes next to the Contact information you would like forwarded to your wireless device. **Note:** You may view the changes to Contact Notification Format in the preview window.
6. Select **Apply** to save any changes and the **OK** button to return to the **PIM** tab.

### Tasks

The Tasks query allows you to search your Microsoft Outlook's "Tasks" folder. You may search for a task by its start date or its due date. Depending on the search method, each task that starts on that specific day or ends on that specific day will be forwarded to your wireless device.



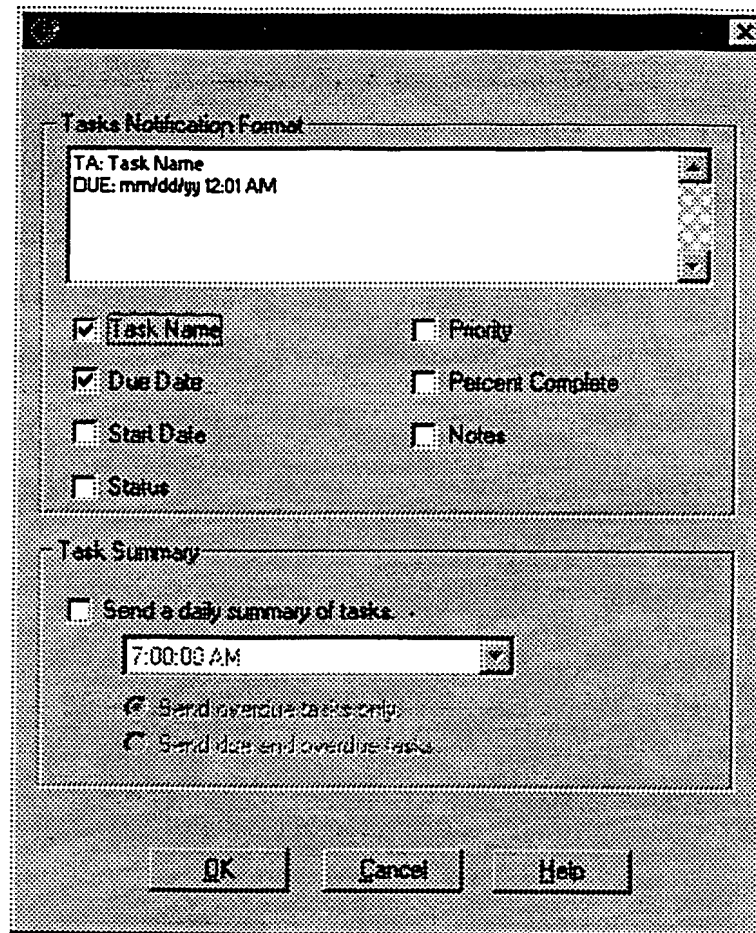




Figure 18

#### To Define or Make Changes to Your Tasks Settings:

1. Right click on the icon (  or  ) in your Windows System Tray.
2. Select **Open Configuration**. If you do not see either icon in your System Tray, double click on the icon on your PC or launch through Start/Programs/Motorola MyMail.
3. Select the **PIM** tab.
4. Select the **Tasks** button and the screen in Figure 19 will appear.
5. Place a check in the boxes next to the Tasks information you would like forwarded to your wireless device. **Note:** You may view the changes to Tasks Notification Format in the preview window.
  1. **Send a daily summary of tasks:** if you select this option, all tasks for the current day will be sent to your wireless device in separate notifications. You must select the time of day in which to send the notifications out. (This time will also define the time that tasks are considered overdue/due.) You must also select whether to **Send overdue tasks only** or **Send due and overdue tasks**.
6. Select **Apply** to save changes and **OK** button to return to the **PIM** tab.

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## Section 11 - Executing Commands From Your Device

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You can reply to any notification received on your wireless device. Replies to notifications are sent back to the sender of the email and will look as if they were sent from your email account, rather than your wireless device.








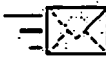





There are many commands that can be used with NotifyLink Professional. Commands allow more flexibility in managing your email account from your wireless device. For example, you can send email from your device using NotifyLink Professional. This is useful if you want your messages to display as if they are being sent from your email address rather than your wireless device.

When you send a command from your wireless device, you must send the email to your PC email address. In essence, you are sending a message to the NotifyLink Professional software on your PC and telling it what to do. To simplify sending commands, add your PC email address to the address book on your wireless device.

### Creating an Address Book Record on Your Wireless Device

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1. From the Main Menu press  or  to highlight  address Book then press **ENTER**.
2. Press  or  to highlight New Entry then press **ENTER**.
3. Type a name (for example PC) in the Name field and press **ENTER**. *Note:* The PC example is referred to throughout the User's Guide.
4. Using  or  to highlight  E-Mail Address then press **ENTER**.
5. Type in the email address of your PC (Example: myname@mycompany.com) then press **ENTER**.
6. Press  or  to highlight  Save Entry then press **ENTER**. ENTRY SAVED is displayed when complete.

Below is a list of the Commands that are available. **Note: Commands are not case sensitive.** To view instructions on how to issue them with your wireless device, click on any command.

### List of Commands

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#### Canned Replies

The following commands are issued in response to email notifications sent to your device by the NotifyLink Professional software. They are added to your wireless device Canned Reply list.

**Note:** these Commands are NOT case sensitive.

- MORE
- DELETE

#### Custom Replies

The following commands can be initiated from the device as new email. Send these commands to your PC email address running NotifyLink Professional.

**Note:** these Commands are NOT case sensitive.

- ALL
- FORWARD
- EMAIL
- BLOCK
- UNBLOCK
- NOTIFY ON









- NOTIFY OFF
- CATCHUP

### Requesting to See MORE or ALL of a Message

Depending on how you set up your notification format, your initial notification may be limited. If you select fewer than 200 characters per notification, you may not see much of the actual body of the email message. If you want to see **MORE** of the message, use a pre-programmed reply to request NotifyLink Professional to send you more information. If you want to see **ALL** of the message, use a custom reply of 'ALL'.

The **MORE** command directs NotifyLink Professional to send you as many additional characters of the message body as will fit into one notification based upon the size you have specified during your account configuration (100 characters, 200, etc.). Remember that your header information counts as characters along with the body of your email.

### Sending the Pre-Programmed Request for MORE Information

1. While previewing or reading the message, press  to access the Message Options menu.
2. Press  or  to highlight  Reply to Message then press . Your wireless device displays the list of pre-programmed reply messages from which you can choose.
3. Press  or  to highlight MORE then press . Your wireless device displays MESSAGE TRANSMITTING and an arrow (↔) flashes to the left of the message to indicate your request for more information is in progress.
4. If your request is transmitted successfully, a check (✓) is displayed to the left of the message on the Message Preview screen. If your request was unsuccessful, a ✕ displays to the left of the message. If your request was unsuccessful, try again.

The **ALL** command directs NotifyLink Professional to send you the remainder of an email to your wireless device. The remainder is sent in multiple notifications, up to a total of 2K bytes. The size of the notifications NotifyLink Professional is determined by your Service Provider's maximum notification size. If the email was larger than 2K bytes, you can issue another **ALL** command.

**Note:** the **ALL** messages may arrive at your wireless device out of order. NotifyLink Professional has no control over. It is the order that you wireless service provider is sending the emails to your wireless device. NotifyLink Professional places an ID number followed by a Sequence number at the top of notifications sent to your device.






**Example:** ID:A00415-1

- The ID number is A00415
- The Sequence number is 1

The Sequence number **increases** to denote the order in which to read them. The following example shows four ID and Sequence numbers as they would appear in four separate notifications.

**Example:** ID:A00415-1; ID:A00415-3; ID:A00415-4; ID:A00415-2

### Sending the ALL Command as a Custom Reply

1. While previewing or reading the message, press  to access the Message Options menu.
2. Press  or  to highlight  Custom Reply to Message then press .

3. Type All then press **ENTER**. Your wireless device will display MESSAGE TRANSMITTING and an arrow (↗) flashes to the left of the message to indicate your request for all of an email is in progress.
4. If your request is transmitted successfully, a check (✓) is displayed to the left of the message on the Message Preview screen. If your request was unsuccessful, a ✗ is displayed to the left of the message. If your request was unsuccessful, try again.



### Reply to a Person Who Sent You an Email Message

---

When you receive a NotifyLink Professional email notification, you may reply to the sender of the email message using your wireless device. Your wireless device transmits your message to (your PC email address that is set-up to work with) the NotifyLink Professional software. NotifyLink Professional creates a new email message containing your reply and send it back to the sender.


The sender receives your reply, and since NotifyLink Professional uses your own PC email address as the return address, It appears that you replied from your computer.

### Sending a Reply


1. While previewing or reading the message, press **SYMBOL MENU/SPACE** to access the Message Options menu.
2. Press **▲** or **▼** to highlight  Custom Reply to Message then press **ENTER**.
3. Press **▲** or **▼** to highlight Custom Reply then press **ENTER**.
4. Type your message and press **ENTER**.
5. To send the reply, press **▲** or **▼** to highlight  Send Message.

### Forward an Email Message to Another Person

---

When you receive a NotifyLink Professional email notification, you can forward the email, including any attached files, to another person. **Note:** Do not confuse the T900 Message Option of  Forward Message with the Motorola MyMail Custom Reply Forward command.




### To Forward an Email Message

1. While previewing or reading the message, press **SYMBOL MENU/SPACE** to access the Message Options menu.
2. Press **▲** or **▼** to highlight  Reply to Message then press **ENTER**.
3. Press **▲** or **▼** to highlight Custom Reply then press **ENTER**.
4. You will now be able to type the command to forward the email message. Start your reply with the command, **FORWARD**, a space and the message tag, **TO:** followed by the email address of the person you want to forward the message, then a space and the message tag, **BD:** and any additional comments you want to attach (additional comments are optional).

### Example







FORWARD TO: johnsmith@xyz.com BD: Hey John, I thought you'd like to see this

message from the boss. Let's talk later, OK? Bill

5. When you have completed your message, press **ENTER**.
6. To send the reply, press  or  to highlight  Send Message

### Deleting an Email Message

When you receive a NotifyLink Professional email notification, you can delete the original email from your PC Inbox. The deleted email messages is moved to your "Deleted Items" folder.

1. While previewing or reading the message, press  **ENTER** to access the Message Options menu.
2. Press  or  to highlight  Reply to Message then press **ENTER**. Your communicator will display the list of pre-programmed reply messages from which you can choose.
3. Press  or  to highlight DELETE then press **ENTER**. Your request is transmitted, and NotifyLink Professional deletes the email message from your PC.

### Originating an Email From Your Device

When you compose a new email using your device you may either:













- Have it appear to have originated from your PC email address
- Have it originate from your device with your regular wireless device email address. To send a message from your Wireless Device without using NotifyLink Professional, refer to your wireless device's User's Guide

When you compose a new email message from your wireless device, and you want the message to appear to have been sent from your PC email application, you must send the email to your PC email address.

In essence, you are sending a message to the NotifyLink Professional software on your PC and telling it what you want to do. Your message acts like a remote control directing your NotifyLink Professional 'assistant' to send a message for you. To simplify creating your messages, add your PC email address to the address book on your wireless device.

### Originating an Email Using Your Messaging Device

To compose an email message, and have it appear as if it were sent from your PC email address:

1. From the Send Message Menu press  or  to highlight Select Address then press **ENTER**.
2. Press  or  to highlight  Address Book then press **ENTER**.
3. Press  or  to highlight PC then press **ENTER**.
4. Press  or  to highlight  E-Mail Address then press **ENTER**.
5. Press  or  to highlight Write Message then press **ENTER**.

6. Compose your message using the following format:

Start your message command EMAIL followed by the message tag, TO: followed by the email address of the person you want to send the message. Then type a space and the message tag, SU: or RE: followed by the subject of your message. Type the message tag, BD: then the body of your message. If you want to send a copy or a 'blind' copy of your message to someone, use the message tag CC: or BCC: followed by the appropriate email address.

**Example:**

Email TO:johnsmith@xyz.com SU:Lunch BD:Hey John, I can't have lunch with you today. Let's talk later. Sue BCC:pattyq@abc.com.

7. When you have finished composing your message then press **ENTER**.
8. Press **▲** or **▼** to highlight  Send Message then press **ENTER**.
9. The display shows MESSAGE TRANSMITTING to inform you that your message is being sent.



*Note: If your device is experiencing difficulties, you may receive an error message, "Transmission Failed". If you do not receive an error message, but are experiencing delays in transmission, your wireless carrier may be experiencing difficulties.*

**BLOCK or UNBLOCK a Specific Email Address**

---

When you want to prevent messages from being sent to you from a specific email address, you may apply a **BLOCK** from your wireless device. This works just like blocking a call on your telephone. Once you have received a message, you can apply the block to the email address, and no further messages originated from that address are sent to your wireless device. A block is NOT the same as a filter (although some filters might act like a block), and a block can ONLY be applied from your wireless device. A block takes precedence over any filters that you may have in place.

**To BLOCK Emails From a Specific Email Address**

1. While previewing or reading the NotifyLink Professional notification (which has been sent from the address you want to block), press **SYMBOLO SPACE** to access the Message Options menu.
2. Press **▲** or **▼** to highlight  Reply to Message then press **ENTER**.
3. Press **▲** or **▼** to highlight Custom Reply then press **ENTER**.
4. Type the command: BLOCK and press **ENTER**.
5. To send the command, press **▲** or **▼** to highlight  Send Message then press **ENTER**. The command to BLOCK future messages from this email address is sent.

**To UNBLOCK a Specific Email Address**

1. From the Send Message Menu press **▲** or **▼** to highlight Select Address then press **ENTER**.

2. Press or to highlight Address Book then press **ENTER**.
3. Press or to highlight **PC** then press **ENTER**.
4. Press or to highlight E-Mail Address then press **ENTER**.
5. Press or to highlight Write Message then press **ENTER**.
6. Compose your message using the following format:

UNBLOCK <ADDRESS>

Where <ADDRESS> is the email address you want to unblock. Make sure there is a space between the command, UNBLOCK and the email address. The email address you type here must exactly match the email address which you previously blocked.

7. When you have finished composing your message, press **ENTER**.
8. From the Send Message menu press or to highlight Send Message then press **ENTER**.

#### Turning NotifyLink Professional Notification ON or OFF

You have the option of turning your NotifyLink Professional Notification Service ON or OFF from either the PC application or from your two-way messaging device.




To turn your NotifyLink Professional Notification Service OFF either REPLY to a notification or originate a new message your **PC** email address.

#### To REPLY to Turn Notification OFF






1. While previewing or reading a NotifyLink Professional notification, press **SYMBOL MENU/SPACE** to access the Message Options menu.
2. Press or to highlight Reply to Message then press **ENTER**.
3. Press or to highlight Custom Reply then press **ENTER**.
4. Type the command, NOTIFY OFF then press **ENTER**.
5. To send the command, press or to highlight Send Message then press **ENTER**. The command to turn your notification service OFF is sent.

#### To Originate a New Message to Turn Notification OFF or ON

1. From the Send Message Menu press or to highlight Select Address then press **ENTER**.
2. Press or to highlight Address Book then press **ENTER**.
3. Press or to highlight **PC** then press **ENTER**.
4. Press or to highlight E-Mail Address then press **ENTER**.

5. Press  or  to highlight Write Message then press .
6. Compose your message using the following format:  
  

To turn notification service OFF, type NOTIFY OFF.

To turn notification service ON, type NOTIFY ON.
7. When you have finished composing your message, press .
8. From the Send Message menu press  or  to highlight  Send Message and press .






















### Checking for New Email Messages

---

You have the option of requesting a check for new email messages when you have had Notification OFF or Messaging Disabled.

To ask NotifyLink Professional to check for new messages, you must send your request to your PC email address.

### To Check for New Emails

1. From the Send Message Menu press  or  to highlight \* Select Address then press .
2. Press  or  to highlight  Address Book then press .
3. Press  or  to highlight PC then press .
4. Press  or  to highlight E-mail Address then press .
5. Press  or  to highlight Write Message then press .
6. Type the command: CATCHUP
7. Press .
8. Press  or  to highlight  Send Message then press .

### Using "Tags" to Format Your Email Messages

---

NotifyLink Professional uses "Tags" to format email messages so that you can tell your NotifyLink Professional 'assistant' how your messages should appear.

Tags are predefined, reserved words that are used when you compose an email to tell NotifyLink Professional how you want your messages to appear. Tags, which are used for NotifyLink Professional messages, include the following:

- TO:
- CC:
- BCC:
- SU:
- RE:
- BD

Tags may appear in any order. For example, you may type the body of your message, and then CC: and/or BCC: at the end of the message. Or you may put the CC: first. Be sure to include the colon with each tag (CC: - not CC).

You may also specify multiple Tags. In order to use multiple Tags, they must be separated by a space, a semi-colon, or a comma.

Each tag is discussed in more detail below.

#### **TO:**

This tag precedes the email address of the person (or persons) to whom you are sending your message. When you type this tag, NotifyLink Professional will know that the address that follows it is the person to whom you want to send your message. The format is:

TO: email@address.com

If you want to send your message to more than one person, there are two ways to construct the Tags:

1. You may use the TO: tag with each address.

TO: email1@address.com SU: this is the subject TO: email2@address.com

2. You may also use one TO: Tag with multiple email address separated by a comma, a space, or a semi-colon.

TO: email1@address.com  
email2@address.com,email3@address.com;email4@address.com

#### **CC: and BCC:**

These tags are used to send a copy or a 'blind' copy of your message to another person. The format is:

CC: email@address.com

BCC: email@address.com

If you want to copy or 'blind' copy more than one person, use the CC: or BCC: tag with each address.

#### **SU: and RE:**

These tags both refer to the subject of your message, and can be used interchangeably. When you type either of these tags, NotifyLink Professional will know that the text that follows is the subject of your message. Type either one of the tags and then the subject of your message. The format is:

SU: the subject of the message

RE: the subject of the message

#### **BD:**

This tag precedes the body text of your message. When you type this tag, NotifyLink Professional will know that the text that follows is the body of your email message. The format is:

BD: the body of the message

#### **Finding a File on Your PC**






















---



You have the option of finding a file which is located on your PC. NotifyLink Professional will search for the file you have specified.






















To ask NotifyLink Professional to search for your file, you must send your request to the NotifyLink Professional PC.

#### How to Find a File

1. From the Send Message Menu press  or  to highlight \* Select Address then press .
2. Press  or  to highlight  Address Book then press .
3. Press  or  to highlight PC then press .
4. Press  or  to highlight E-mail Address then press .
5. Press  or  to highlight Write Message then press .
6. Type the command: FIND FI: <file path and or file name>
7. Press .
8. Press  or  to highlight  Send Message then press .

If a match is found, you will notice that NotifyLink Professional associates a number to the file name. You can then forward that file (or files) to another user.

#### Forward the File that was Found

1. From the Send Message Menu press  or  to highlight \* Select Address then press .
2. Press  or  to highlight  Address Book then press .
3. Press  or  to highlight PC then press .
4. Press  or  to highlight E-mail Address then press .
5. Press  or  to highlight Write Message then press .
6. Type the command: EMAIL TO:<email address of person you wish to forward the file to> FI:<#>
7. Press .
8. Press  or  to highlight  Send Message then press .

For example, this can be done originating the command: email to: <email@address.com> fi: 1 or if a notification was sent to you and you would like to forward the notification to another address and attach a file then you would reply to the notification that you want to be forwarded and then using the command forward to: <email@address.com> fi: 1. In the event that NotifyLink Professional finds multiple file matches, it will send a notification to your device with a numeric number and the file paths and names.






















## PIM Commands

---

### Finding Calendar Entries:

You have the option of finding a calendar entry which is located in your PC email software. NotifyLink Professional will search your email software Calendar for the **date** you specify. The search results will be sent to your wireless device. (**Note:** The search results return the information you specified in the PIM section of your configuration.)

To ask NotifyLink Professional to search for your calendar entry, you must send your request to the NotifyLink Professional PC.














1. From the Send Message Menu press  or  to highlight \* Select Address then press .
2. Press  or  to highlight  Address Book then press .
3. Press  or  to highlight PC then press .
4. Press  or  to highlight E-mail Address then press .
5. Press  or  to highlight Write Message then press .
6. Type the command (three ways to issue the command are shown below):  
  
FIND DA:<mm-dd-yy>  
FIND DA:<mm/dd/yy>  
FIND DA:<mm|dd|yy>
7. Press .
8. Press  or  to highlight  Send Message then press .






In the event that NotifyLink Professional finds multiple calendar entry matches, it will send a notification to your device with a numeric number and the dates. To then receive more data, you must issue another command of FIND <#>.

### Finding Contacts:

You have the option of finding contacts which are located in your PC email software. NotifyLink Professional will search your email software Contacts for the **name, phone number, or email address** you specify. The search results will be sent to your wireless device. (**Note:** The search results return the information you specified in the PIM section of your configuration.)

To ask NotifyLink Professional to search for your calendar entry, you must send your request to the NotifyLink Professional PC.

1. From the Send Message Menu press  or  to highlight \* Select Address then press .
2. Press  or  to highlight  Address Book then press .
3. Press  or  to highlight PC then press .
4. Press  or  to highlight E-mail Address then press .














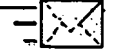
5. Press  or  to highlight Write Message then press **ENTER**.
6. Type the applicable command:  
  
 Search by name:  
 FIND NA:<first name, last name or both>  
  
 Search by phone number:  
 FIND PH:<phone number>  
 FIND EM:<email address>
7. Press **ENTER**.
8. Press  or  to highlight  Send Message then press **ENTER**.

In the event that NotifyLink Professional finds multiple contact matches, it will send a notification to your device with a numeric number and the contact names. To then receive more data, you must issue another FIND command by repeating the steps above.

#### Finding Tasks:

You have the option of finding a task which is located in your PC email software. NotifyLink Professional will search your email software Tasks for the **start date** (of the task) you specify. The search results will be sent to your wireless device. (**Note:** The search results return the information you specified in the PIM section of your configuration.)

To ask NotifyLink Professional to search for your task, you must send your request to the NotifyLink Professional PC.

1. From the Send Message Menu press  or  to highlight \* Select Address then press **ENTER**.
2. Press  or  to highlight  Address Book then press **ENTER**.
3. Press  or  to highlight PC then press **ENTER**.
4. Press  or  to highlight E-mail Address then press **ENTER**.
5. Press  or  to highlight Write Message then press **ENTER**.
6. Type the command (three ways to issue the command are shown below):  
  
 FIND ST:<mm-dd-yy>  
 FIND ST:<mm/dd/yy>  
 FIND ST:<mm|dd|yy>
7. Press **ENTER**.
8. Press  or  to highlight  Send Message then press **ENTER**.

In the event that NotifyLink Professional finds multiple tasks for the start date you specified, it will send a notification to your device with a numeric number and the dates. To then receive more data, you must issue another FIND command by repeating the steps above.

Top

## Section 12 - Command Quick Reference

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**CLICK HERE FOR A PRINTER FRIENDLY VERSION OF THE COMMAND QUICK REFERENCE**

You can reply to any notification received on your wireless device. Replies to notifications will be sent back to the sender of the email and will look as if they were sent from your email account, rather than your wireless device.

In addition, there are many commands which can be used with NotifyLink Professional. Commands allow you even more flexibility in managing your email account from your wireless device. For example, you can send emails from your device using NotifyLink Professional. This is used when you want your messages to appear as if they are being sent from your email address rather than your wireless device. Some commands require this use of Tags.

**Click here** for more information on using Tags.

Click on any command for a more detailed description.

<b>The following commands can be used by replying to a notification.</b>		
<b>Step 1: Select "Reply" to a notification.</b>		
<b>Command</b>	<b>Definition</b>	<b>Step 2: How to Send</b>
<u>DELETE</u>	Delete the email from the PC inbox	Select DELETE from list
<u>MORE</u>	Receive more of this email	Select MORE from list
<u>ALL</u>	Receive all of this email	Select Custom Reply and type ALL
<u>FORWARD</u>	Forward this email (including any attachments) to specified address	Type FORWARD TO: email@address.com BD: this is the message
<u>BLOCK</u>	Send no more notifications of email from this address	Type BLOCK
<b>The following commands can be initiated from the device as a new email.</b>		
<b>Step 1: Send these commands to your PC email address running NotifyLink Professional.</b>		
<b>Command</b>	<b>Definition</b>	<b>Step 2: How to Send</b>
<u>CATCHUP</u>	Check to see if I have new email and send all	Type CATCHUP
<u>EMAIL</u>	Send an email to specified address	Type EMAIL TO: email@address.com BD: this is the message
<u>FIND FI:</u>	Find a file which is located on the PC	Type FIND FI: <file name>
<u>FIND DA:</u>	Find a calendar entry on your PC	Type FIND DA: <date>
<u>FIND NA:</u>	Find a contact on your PC (search by name)	Type FIND NA: <first, last or both names>
<u>FIND PH:</u>	Find a contact on your PC (search by phone number)	Type FIND PH: <phone number>
<u>FIND EM:</u>	Find a contact on your PC (search by email address)	Type FIND EM: <email@address.com>
<u>FIND ST:</u>	Find a task on your PC (search by start date)	Type FIND ST: <date>
<u>FIND DU:</u>	Find a task on your PC (search by due date)	FIND DU: <date>
<u>NOTIFY</u>	Turn NotifyLink Professional email notification	NOTIFY ON

<u>ON</u>	on	NOTIFY ON
<u>NOTIFY OFF</u>	Turn NotifyLink Professional email notification off	NOTIFY OFF
<u>UNBLOCK</u>	Begin sending notifications from a previously blocked address	UNBLOCK email@address.com

### Commands Defined

---

**DELETE:** This command will tell NotifyLink Professional to delete the email from your PC inbox.

**MORE:** This command will tell NotifyLink Professional to send you more of the email to your wireless device. The size of the notification it will send is determined by the size you chose in the Device Properties - Format settings - MORE command.

**ALL:** This command will tell NotifyLink Professional to send you the remainder of the email to your wireless device. The remainder will be sent in multiple notifications up to a total of 2K bytes. The size of the notifications NotifyLink Professional will send is determined by your Service Provider's maximum notification size. If the email was larger than 2K bytes, you can issue another ALL command.

**FORWARD:** This command will tell NotifyLink Professional to forward the email to the <email@address.com> you typed in. Any attachments that were received will also be forwarded.

**BLOCK:** This command will tell NotifyLink Professional to send no more notifications of email from this email address.

**CATCHUP:** This command will tell NotifyLink Professional to check to see if you have new email since you last enabled messaging, and to send all to your wireless device. This command would only be necessary if you have turned NotifyLink Professional email notification off.

**EMAIL:** This command will tell NotifyLink Professional to send an email to the <email@address.com> you specified.

**FIND** - this command will tell to search your PC for any of the information listed below. You can only perform one type of FIND command at a time.

#### ***Finding Files***

**FIND FI:** <file path and/or name>

Search for the file you have specified. *In the event that found multiple file matches*, it will send a notification to your device with a numeric number and the files path and names. The following example illustrates various way to use the FIND command to find a file located on your pc C:\drive named test.txt:

- find fi: c:\test.txt
- find fi: test.txt
- find fi: test

If a match is found you can then forward that file to another user. For example, this can be done originating the command: **email to:** <email@address.com> **fi:** 1 or if a notification was sent to you and you would like to forward the notification to another address and attach a file then you would reply to the notification that you want to be forwarded and then using the command **forward to:** <email@address.com> **fi:**1.

#### ***Finding Calendar Entries***

**FIND DA:** <mm-dd-yy> or

**FIND DA:** <mm/dd/yy> or

**FIND DA:** <mm|dd|yy>

Search your email software Calendar for the **date** you have specified and return the information you specified in the PIM section of your configuration.

### ***Finding Contacts***

**FIND NA:** <name>

Search your email software Contacts for the **name** you have specified and return the information you specified in the PIM section of your configuration. In the event that found multiple name matches, it will send a notification to your device with a numeric number (and the names if you selected the Contact Names option in the Contacts PIM configuration). To then receive more data, you must issue another command of FIND <#>.

**FIND PH:** <phone number>

Search your email software contacts for the **phone number** you have specified and return the information you specified in the PIM section of your configuration. In the event that found multiple phone number matches, it will send a notification to your device with a numeric number (and the names if you selected the Contact Names option in the Contacts PIM configuration). To then receive more data, you must issue another command of FIND <#>.

**FIND EM:** <email@address.com>

Search your email software contacts for the **email address** you have specified and return the information you specified in the PIM section of your configuration. In the event that found multiple email address matches, it will send a notification to your device with a numeric number (and the names if you selected the Contact Names option in the Contacts PIM configuration). To then receive more data, you must issue another command of FIND <#>.

### ***Finding Tasks***

**FIND ST:** <mm-dd-yy> or

**FIND ST:** <mm/dd/yy> or

**FIND ST:** <mm|dd|yy>

Search your email software Tasks for the **start date** you have specified and return the information you specified in the PIM section of your configuration.

**FIND DU:** <mm-dd-yy> or

**FIND DU:** <mm/dd/yy> or

**FIND DU:** <mm|dd|yy>

Search your email software Tasks for the **due date** you have specified and return the information you specified in the PIM section of your configuration.

**NOTIFY ON:** This command will tell NotifyLink Professional to turn email notification on

**NOTIFY OFF:** This command will tell NotifyLink Professional to turn email notification off

**UNBLOCK:** This command will tell NotifyLink Professional to begin sending notifications again from a previously blocked <email@address.com>

[Top](#)

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# NOTIFY

TECHNOLOGY



## Supported Devices

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagewriter® 2000x 2way
- Handspring™ Visor using Glenayre™ @activelink™ Module

## Compatibility

### PC Requirements

- Pentium Processor with 20 MB of Hard Drive Space
- 64 MB of RAM or More

### Operating System Requirements

- Windows™ 95, 98, 2000
- Windows™ NT, ME, Etc.

### Supported Email Clients

- Microsoft Outlook™ 97 Vs. 8.3 +
- Microsoft Outlook™ 98, 2000,

### Other Requirements

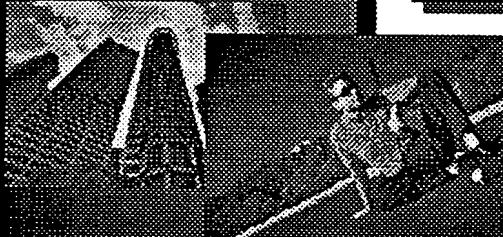
- MDAC 2.11 or Higher. The Microsoft™ Data Access Components (MDAC) are the key technologies that enable Universal Data Access
- Microsoft Internet Explorer™ 4.0

**The NotifyLink Desktop Edition - Professional Version** offers users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

The NotifyLink Desktop Edition - Professional Version enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.



<i>Professional Version Features</i>	<i>NotifyLink</i>
Wireless Access to Your Email	✓
Real Time Email Notification	✓
Integrated with Existing Email Accounts	✓
Works with Various ReFLEX 2way Messaging Devices	✓
Works with ALL ReFLEX Service Providers	✓
Compose, Reply, & Forward as if it Were Sent from Your PC	✓
Multiple Email Account Management	✓
Designed for a PC With an "Always-On" Connection	✓
Supports Outlook, Outlook Express, Netscape, Eudora	✓
Desktop Email Synchronization with Your 2way Device	✓
Ability to Customize Your Wireless Email Header	✓
Robust Filtering	✓
Screen Saver Activation	✓
Encryption Supporting Triple DES & RC/4	✓
Customize Notification Appearance & Detail	✓
Customize Notification Size of Characters, Content, & Attachments	✓
Remotely Send, Reply, Delete, & Forward from Your 2way Device	✓
Remotely Block Incoming Email from Your 2way Device	✓
Remotely Enable or Disable Forwarding Email from Your Desktop	✓
Remotely Request More or All of an Email from Your 2way Device	✓
Remotely Access & Manage Your Desktop Calendar, Contacts, Tasks, and Files	✓
Remotely Synchronizes with Your PC email, Calendar, Contacts, and Tasks	✓
Remotely Execute File Management and File Commands	✓



**No one would ever know you responded to all your emails, managed your tasks, and closed the deal, all from the Back-9**

**Not Possible? Welcome to NotifyLink!**

**The NotifyLink Desktop Edition - Professional Version** offers users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

The NotifyLink Desktop Edition - Professional Version enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.

The following is a feature comparison between the NotifyLink Desktop Edition and the BlackBerry™ Enterprise Edition with Desktop Reflector Software



<i>Professional Version Features</i>	<i>NotifyLink</i>	<i>BlackBerry™</i>
Wireless Access to Your Email	✓	✓
Real Time Email Notification	✓	✓
Integrated with Existing Email Accounts	✓	✓
Works with Various ReFLEX 2way Messaging Devices	✓	
Works with ALL ReFLEX Service Providers	✓	
Compose, Reply, & Forward as if it Were Sent from Your PC	✓	✓
Multiple Email Account Management	✓	
Designed for a PC With an "Always-On" Connection	✓	✓
Supports Outlook, Outlook Express, Netscape, Eudora	✓	
Desktop Email Synchronization with Your 2way Device	✓	✓
Ability to Customize Your Wireless Email Header	✓	
Robust Filtering	✓	✓
Screen Saver Activation	✓	
Encryption Supporting Triple DES & RC/4	✓	✓
Customize Notification Appearance & Detail	✓	
Customize Notification Size of Characters, Content, & Attachments	✓	
Remotely Send, Reply, Delete, & Forward from Your 2way Device	✓	✓
Remotely Block Incoming Email from Your 2way Device	✓	
Remotely Enable or Disable Forwarding Email from Your Desktop	✓	
Remotely Request More or All of an Email from Your 2way Device	✓	
Remotely Access & Manage Your Desktop Calendar, Contacts, Tasks, and Files	✓	
Remotely Synchronizes with Your PC email, Calendar, Contacts, and Tasks	✓	
Remotely Execute File Management and File Commands	✓	



# NOTIFY

TECHNOLOGY



## *Supported Devices*

- Motorola Talkabout® T900 2way
- Motorola Timeport™ P935 Personal Interactive Communicator
- Motorola Pagerwriter® 2000x 2way
- Handspring™ Visor using Glenayre™ @ctivelink™ Module

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- 64 MB of RAM or More

### **Operating System Requirements**

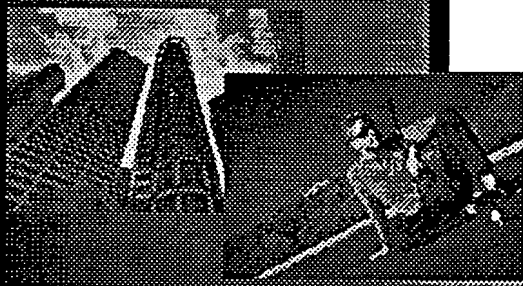
- Windows™ 95, 98, 2000
- Windows™ NT, ME, Etc.

### **Supported Email Clients**

- Microsoft Outlook™ 97 Vs. 8.3 +
- Microsoft Outlook™ 98, 2000,

### **Other Requirements**

- MDAC 2.11 or Higher. The Microsoft® Data Access Components (MDAC) are the key technologies that enable Universal Data Access
- Microsoft Internet Explorer™ 4.0



## *NotifyLink Desktop Edition*



*The NotifyLink Desktop Edition—Professional Version* package offers users a virtual real-time wireless connection to their existing desktop based critical data: email, calendar, contacts, tasks, files.

The NotifyLink Desktop Edition—Professional Version enables users to conveniently access and manage this critical data from a variety of 2way devices, while they are mobile.

NotifyLink Desktop Edition—Professional Version software has been designed for a Windows-based PC that has an "Always-On" connection to the Internet.

## *Professional Version Features*

- Remote Access to your existing desktop email accounts (up to six)
- Eliminate the inconvenience of a separate mobile email address
- Compose, Read, Reply to, Forward, and Delete email while mobile from multiple 2way devices\*
- Easily customize the size, appearance, and content of emails forwarded to your 2way device
- Powerful filtering lets you control which email is forwarded to your 2way device
- Supports a variety of email commands
- Supports Outlook, Outlook Express, Netscape, Eudora, etc.
- Synchronizes with your PC email wirelessly
- Designed for the "Always-On" PC running Windows 95, 98, 2000, ME, NT, etc.
- Supports secure, end-to-end, encryption when used with the Motorola Timeport™ P935 or the HandSpring™ Visor using the Glenayre™ @ctiveLink™ Module
- Software Installed on your PC and specific 2way devices
- Remote Access and Management of your Desktop Calendar, Contacts, Tasks, and Files
- Synchronizes with your PC email, Calendar, Contacts, and Tasks
- Mobile File Management and File Commands

*No one would ever know you responded to all your emails, managed your tasks, and closed the deal, all from the Back-9*

*Not Possible? Welcome to NotifyLink!*

# THE **CURE** FOR E-MAIL SEPARATION ANXIETY.



**MOTOROLA**

- 100% wireless; 0% dial-in**
- Use existing e-mail address**
- Filter subject, sender, length**

intelligence  everywhere

## The Motorola Timeport™ P935 Personal Communicator

Wireless e-mail. Get it. Send it. When you're on the go. You control what e-mails come in and how you receive them. No dialing in for messages. They pop up quickly. You respond quickly. And with everything from 2-way texting to calendar to contacts, it keeps you totally organized. Want to use your existing e-mail address? Check out Motorola MyMail software. Customized applications? We've got that too. Along with other innovative wireless e-mail solutions.



**Purchase and activate a Timeport P935 Personal Communicator by October 31 and get the first month of service free.\* Call 1-800-619-9543, code 6419, or visit [motorola.com/messaging/solutions/offer9](http://motorola.com/messaging/solutions/offer9)**

\*Free service for one month. Carrier conditions apply. Offer exclusively available through participating representatives. Limit one month free service. To be eligible, Timeport P935 Personal Communicator must be purchased by 10/31/01 and activated within 30 days of purchase. Void where prohibited, taxed or restricted. Coverage available in most areas. Subject to terms and conditions. MOTOROLA, the Stylized M Logo and all other trademarks indicated herein are trademarks of Motorola, Inc. © 2001 Motorola, Inc. All rights reserved. Printed in the U.S.A.



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**Tip:** You can type in your query using plain language or just use keywords.

**Example:** who makes the best wine?

**Results for: mymail**

**Document count: mymail (17)**

13 results found, sorted by relevance

[sort by date](#) [hide summaries](#)

1-13

### **Motorola MyMail**

Take the day off ... you don't have to fear your inbox anymore! **MyMail** Desktop offers remote email access from your 17 Jul 01 Talkabout® T900 2way or Timeport™ P935 messaging device. Simply download the software to your ... [Find Similar](#)

<http://commerce.motorola.com/consumer/QWhtml/mymail.html> - size 15.1K

mymail: 15

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### **Motorola MyMail Desktop Plus for the Timeport P935**

**MyMail** Desktop Plus for the Timeport® P935, P930 and PageWriter 2000X \$49.95 1-800-548-9954(Voice) 1-888-390-6456(TDD/TTY) Monday - Friday 7:00a.m. - 7:00p.m. CST View ...

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<http://commerce.motorola.com/consumer/QWhtml/mymailprod.html> - size 23.9K

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**MOTOROLA ANNOUNCES NEW SOLUTIONS TO PROVIDE CONSUMERS WITH WIRELESS ACCESS TO PERSONAL AND ...**

Motorola (NYSE: MOT) today announced the development of Motorola **MyMail**™, a suite of mobile e-mail solutions that offer remote, synchronized ...

[http://www.motorola.com/MIMS/MSPG/Press/PR20010320\\_20588.html](http://www.motorola.com/MIMS/MSPG/Press/PR20010320_20588.html) - size 8.2K

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26 Mar 01

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**Wireless Messaging Solutions - Wireless Email**

Control your e-mail from the palm of your hand with any one of the Motorola **MyMail** Solutions – either Desktop, Desktop Plus, or Enterprise. Maintain access to the e-mail you want ...

[http://www.motorola.com/messaging/solutions/wireless\\_email.html](http://www.motorola.com/messaging/solutions/wireless_email.html) - size 13.2K

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21 Aug 01

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**Wireless Messaging Solutions - Motorola Pricing**

Motorola Enterprise Solutions Hardware (US\$) Here's our suggested list hardware pricing, but keep in mind that a qualified partner will provide you with more accurate pricing based on ...

<http://www.motorola.com/messaging/solutions/pricing.html> - size 14.5K

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**MOTOROLA SHIPS ONE MILLIONTH TALKABOUT® T900 2-WAY TEXT MESSAGING DEVICE**

Motorola (NYSE: MOT) today announced the shipment of the one millionth Talkabout® T900 2-Way text messaging device, less than a year following its introduction. ...

[http://www.motorola.com/MIMS/MSPG/Press/PR20010711\\_12514.html](http://www.motorola.com/MIMS/MSPG/Press/PR20010711_12514.html) - size 8.1K

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**MOTOROLA MESSAGING DIVISION LAUNCHES B2B WEB SITE**

Motorola Inc. (NYSE: MOT) today announced the official launch of a Web site devoted entirely to its business-to-business wireless messaging solutions. The Web site, ...

[http://www.motorola.com/MIMS/MSPG/Press/PR20010730\\_9230.html](http://www.motorola.com/MIMS/MSPG/Press/PR20010730_9230.html) - size 6.0K

mymail: 2

**Motorola Accessories**

Be even more mobile. We've brought together accessories that make our products more wearable, more powerful, more rugged, and more your style. They're designed to enhance the way wireless works for you. To see your ...

[http://commerce.motorola.com/consumer/QW/html/acc\\_cat.html](http://commerce.motorola.com/consumer/QW/html/acc_cat.html) - size 16.5K

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March 21, 2001 MOTOROLA ANNOUNCES NEW SOLUTIONS TO PROVIDE CONSUMERS WITH WIRELESS ACCESS TO PERSONAL AND ENTERPRISE E-MAIL ACCOUNTS Consumers Can Now Remotely Manage E-Mail ...

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Motorola Talkabout® T900 2way More than just communication. 2way text messaging is perfect for making a statement and grabbing the spotlight. Go ahead, show off your style and make everyone jealous. Buy online : ...

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Consumer Catalog

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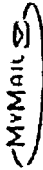
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PRODUCT PREVIEWS SPECIALS

**Software**

Take the day off...you don't have to fear your inbox anymore! MyMail Desktop offers remote email access from your Talkabout® T900 2way or Timeport™ P935 messaging device. Simply download the software to your computer. Effortlessly read, reply, send and forward email messages. No one will ever know that you are communicating from your messaging device instead of your desktop computer!

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A secret weapon for fast-paced individuals who need to keep in touch. Because out of the office doesn't have to mean out of control email.

### MyMail Desktop

- T900 2way
- [Timeport® P935, Timeport® P930 and PageWriter 2000x](#)

### MyMail Desktop Plus

All the features available with MyMail Desktop, **plus** remote access to your PC to retrieve your calendar, tasks and contacts information and the ability to search for files on your PC and forward them via your messaging device.

- T900 2way
- [Timeport® P935, Timeport® P930 and PageWriter 2000x](#)

### MyMail Enterprise

Powered by the Motorola Messaging Server, MyMail Enterprise is a wearable application that runs on your Timeport™ P935 messaging device. Today, MyMail Enterprise supports Lotus Notes and IMAP4 rev 1 servers such as Netscape and Microsoft Exchange. Future releases will support other mail servers. For additional MyMail Enterprise product and pricing information, please contact us by email at: [mymail@motorola.com](mailto:mymail@motorola.com)

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Designed to fit snugly around your pager, this caddy conveys business-like sophistication while providing the ultimate protection, whether in your briefcase or on your desktop. **\$49.99**



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PRODUCT PREVIEWS SPECIALS

Software

## MyMail Desktop for the Talkabout® T900 2way

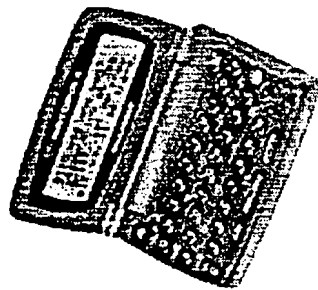
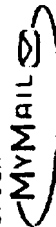
View [requirements](#) for download.

## Detailed Features:

- **Single email address**  
Addressing from your PC email address not your Talkabout® T900 wireless address.
- **Message filtering**  
You designate which messages are forwarded to your pager based on the sender, subject heading, or body text.
- **Message size control**  
You choose how many characters of each message you want to receive - if you decide to read more of the message simply use the MORE command to receive additional text.
- **ON/OFF capability**  
Allows you to resume/suspend email forwarding using your Talkabout® T900.
- **Catch up functionality**  
Allows you to receive all missed messages if you turn MyMail off for a period of time.
- **Block and Unblock capabilities**  
Allows you to suspend messages based on the sender.
- **Keeps an audit trail \*\***  
All messages you send, reply or forward are stored on your desktop email client.

\*\* Email client dependent feature. Not supported with Eudora, Netscape and Outlook Express clients.

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## Requirements:

### Messaging Device Requirements

- This MyMail software works with the Talkabout® T900 2way.
- Your Talkabout® T900 2way's wireless device email address must match one of the suffixes below. If you do not see a wireless address similar to yours, please email us at [mymail4u@motorola.com](mailto:mymail4u@motorola.com) and we'll work to add support for your wireless address.

- |                     |                      |
|---------------------|----------------------|
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| • mobilemessage.com | • worldcom.com       |

### Internet Connection Requirements

- To use Motorola MyMail Desktop you must have an "Always On" connection to the Internet. (Cable, DSL, ISDN or T1 connection).

### PC Requirements

- Pentium Processor with 20 MB of free hard drive space
- 64 MB RAM (or higher) recommended

### Operating Systems Supported

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with service pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

### Email Clients Supported

- Microsoft Outlook 97 (Corporate or Workgroup)
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Microsoft Outlook 2002 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\*
- Netscape Communicator 4.x, where x is 5 or greater\*

- Eudora version 5.0 and later\*
- \* Must be set up as POP3 account
- Other System Requirement**
- Microsoft Internet Explorer 4.0 or higher
- Support:**
- [View the User Manual](#)
  - [See FAQ's](#)

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PHONES PAGER5 2-WAY RADIOS MULTI-COMM ACCESSORIES

PRODUCT PREVIEWS SPECIALS

Software

## MyMail Desktop for the Timeport® P935, P930 and PageWriter 2000X

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View [requirements](#) for download.

## Detailed Features:

- **Single email address**  
Addressing from your PC email address not your wireless device address.
- **Message filtering**  
You designate which messages are forwarded to your pager based on the sender, subject heading, or body text.
- **Message size control**  
You choose how many characters of each message you want to receive - if you decide to read more of the message simply use the MORE command to receive additional text.
- **ON/OFF capability**  
Allows you to resume/suspend email forwarding using your wireless device.
- **Catch up functionality**  
Allows you to receive all missed messages if you turn MyMail off for a period of time.
- **Block and Unblock capabilities**  
Allows you to suspend messages based on the sender.
- **Messaging security**  
Offers encryption to protect your email messages and file management information as they are sent over-the-air.

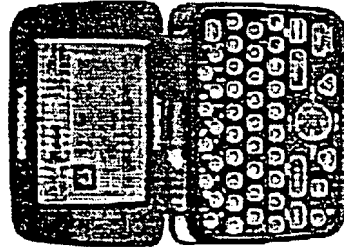
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### Messaging Device Requirements

- This MyMail software works with the Timeport® P935, Timeport® P930 and PageWriter 2000X.
- You will need 100KB of free memory on your device for intallation.
- Your wireless device email address must match one of the suffixes below. If you do not see a wireless address similar to yours, please email us at [mymail4u@motorola.com](mailto:mymail4u@motorola.com) and we'll work to add support for your wireless address.

- |                     |                      |
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| • bidicourriel.com  | • pagenetmessage.net |
| • e.pagenet.ca      | • skytel.com         |
| • mobilemessage.com | • web2pager.com      |
|                     | • worldcom.com       |

### Messaging Device OS requirements

- Timeport P935 with Wisdom OS release 4.0
- Timeport P930 with Wisdom OS release 4.0
- PageWriter 2000X with Wisdom OS release 4.0

### Notes

- o Motorola's Wisdom OS is standard on the Timeport P935 Personal Communicator.
- o The Timeport P930 and PageWriter 2000X can be upgraded to Wisdom OS with the Motorola P935 Software Upgrade CD.
- o The PageWriter 2000 model does not support Wisdom OS

### Internet Connection Requirements

- To use Motorola MyMail Desktop you must have an "Always On" connection to the Internet. (Cable, DSL, ISDN or T1 connection).

### PC Requirements

- Pentium Processor with 20 MB of free hard drive space
- 64 MB RAM (or higher) recommended

### Operating Systems Supported

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with service pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

#### **Email Clients Supported**

- Microsoft Outlook 97 (Corporate or Workgroup)
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Microsoft Outlook 2002 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\*
- Netscape Communicator 4.x, where x is 5 or greater\*
- Eudora version 5.0 and later\*

\* Must be set up as POP3 account

#### **Other System Requirement**

- Microsoft Internet Explorer 4.0 or higher

#### **Support:**

- [View the User Manual](#)
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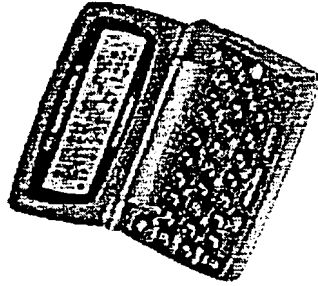
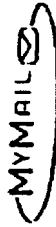
PHONES PAGERS 2-WAY RADIOS MULTI-COMM ACCESSORIES

PRODUCT PREVIEWS SPECIALS

Software

## MyMail Desktop Plus for the Talkabout® T900 2way

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View [requirements](#) for download.MyMail Desktop Plus offers all of the features available with MyMail Desktop **PLUS**:

- Remote access to your PC personal information - forward your appointments or daily tasks to your Talkabout® T900, search your PC address book, or access specific dates of your PC calendar or to-do information all from the palm of your hand.
- Remote file management - which gives you the ability to search for files and forward them from the palm of your hand.

## Detailed Features:

- **Single email address**  
Addressing from your PC email address not your Talkabout® T900 wireless address.
- **Message filtering**  
You designate which messages are forwarded to your pager based on the sender, subject heading, or body text.
- **Message size control**  
You choose how many characters of each message you want to receive - if you decide to read more of the message simply use the MORE command to receive additional text.
- **ON/OFF capability**  
Allows you to resume/suspend email forwarding using your Talkabout® T900.

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- **Catch up functionality**  
Allows you to receive all missed messages if you turn MyMail off for a period of time.
- **Block and Unblock capabilities**  
Allows you to suspend messages based on the sender.
- **Keeps an audit trail \*\***  
All messages you send, reply or forward are stored on your desktop email client.
- **Remote access to your PC personal information \*\***  
Forward your appointments or daily tasks to your Talkabout@ T900, search your PC address book, or access specific dates on your PC calendar or to-do information.
- **Remote file management**  
Remotely find a file on your PC and forward it to someone else via your T900.

\*\* Email client dependent feature. Not supported with Eudora, Netscape and Outlook Express clients.

## Requirements:

### Messaging Device Requirements

- This MyMail software works with the Talkabout@ T900 2way.
- Your Talkabout@ T900 2way's wireless device email address must match one of the suffixes below. If you do not see a wireless address similar to yours, please email us at [mymail4u@motorola.com](mailto:mymail4u@motorola.com) and we'll work to add support for your wireless address.

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| • <a href="#">airmessage.net</a>    | • <a href="#">myairmail.com</a>      |
| • <a href="#">archwireless.net</a>  | • <a href="#">my2way.com</a>         |
| • <a href="#">bidicourriel.com</a>  | • <a href="#">pagemci.com</a>        |
| • <a href="#">e.pagenet.ca</a>      | • <a href="#">pagenetmessage.net</a> |
| • <a href="#">mobile.bell.ca</a>    | • <a href="#">skytel.com</a>         |
| • <a href="#">mobilecomm.net</a>    | • <a href="#">web2pager.com</a>      |
| • <a href="#">mobilemessage.com</a> | • <a href="#">worldcom.com</a>       |

### Internet Connection Requirements

- To use Motorola MyMail Desktop Plus you must have an "Always On" connection to the Internet. (Cable, DSL, ISDN or T1 connection).

#### **PC Requirements**

- Pentium Processor with 20 MB of free hard drive space
- 64 MB RAM (or higher) recommended

#### **Operating Systems Supported**

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with service pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

#### **Email Clients Supported**

- Microsoft Outlook 97 (Corporate or Workgroup)
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Microsoft Outlook 2002 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\*
- Netscape Communicator 4.x, where x is 5 or greater\*
- Eudora version 5.0 and later\*

\* Must be set up as POP3 account.

#### **Other System Requirement**

- Microsoft Internet Explorer 4.0 or higher

#### **Support:**

- [View the User Manual](#)
- [See FAQ's](#)

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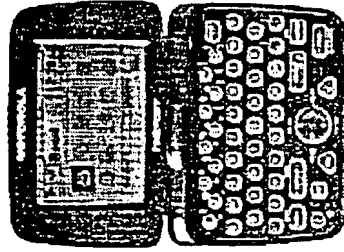
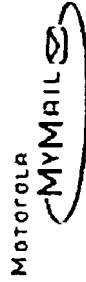
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PRODUCT PREVIEWS SPECIALS

Software

## MyMail Desktop Plus for the Timeport® P935, P930 and PageWriter 2000X

[View requirements for download.](#)



MyMail Desktop Plus offers all of the features available with  
MyMail Desktop **PLUS**:

- Remote access to your PC personal information - forward your appointments or daily tasks to your wireless device; search your PC address book, or access specific dates of your PC calendar or to-do information all from the palm of your hand.
- Remote file management - which gives you the ability to search for files and forward them from the palm of your hand.

### Detailed Features:

- **Single email address**  
Addressing from your PC email address not your wireless device address.
- **Message filtering**  
You designate which messages are forwarded to your pager based on the sender, subject heading, or body text.
- **Message size control**  
You choose how many characters of each message you want to receive - if you decide to read more of the message simply use the MORE command to receive additional text.
- **ON/OFF capability**  
Allows you to resume/suspend email forwarding using your wireless device.

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1-888-390-6456(TDD/TTY)  
Monday - Friday  
7:00a.m. - 7:00p.m. CST

- **Catch up functionality**  
Allows you to receive all missed messages if you turn MyMail off for a period of time.
- **Block and Unblock capabilities**  
Allows you to suspend messages based on the sender.
- **Remote access to your PC personal information \*\***  
Forward appointments or daily tasks to your wireless device, search your PC address book, or access specific dates on your PC calendar or to-do information. \*\*
- **Remote file management**  
Remotely find a file on your PC and forward it to someone else via your wireless device.
- **Messaging security**  
Offers encryption to protect your email messages and file management information as they are sent over-the-air.

\*\* Email client dependent feature. Not supported with Eudora, Netscape and Outlook Express clients.

## Requirements:

### Messaging Device Requirements

- This MyMail software works with the Timeport® P935, Timeport® P930 and PageWriter 2000X.
- You will need 100KB of free memory on your device for installation.
- Your wireless device email address must match one of the suffixes below. If you do not see a wireless address similar to yours, please email us at [mymail4u@motorola.com](mailto:mymail4u@motorola.com) and we'll work to add support for your wireless address.

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| • <a href="mailto:airmessage.net">airmessage.net</a>       | • <a href="http://myairmail.com">myairmail.com</a>           |
| • <a href="http://archwireless.net">archwireless.net</a>   | • <a href="http://my2way.com">my2way.com</a>                 |
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|  | • <a href="http://worldcom.com">worldcom.com</a>             |

**Messaging Device OS requirements**

- Timeport P935 with Wisdom OS release 4.0
- Timeport P930 with Wisdom OS release 4.0
- PageWriter 2000X with Wisdom OS release 4.0

**Notes**

- o Motorola's Wisdom OS is standard on the Timeport P935 Personal Communicator.
- o The Timeport P930 and PageWriter 2000X can be upgraded to Wisdom OS with the Motorola P935 Software Upgrade CD.
- o The PageWriter 2000 model does not support Wisdom OS

**Internet Connection Requirements**

- To use Motorola MyMail Desktop Plus you must have an "Always On" connection to the Internet. (Cable, DSL, ISDN or T1 connection).

**PC Requirements**

- Pentium Processor with 20 MB of free hard drive space
- 64 MB RAM (or higher) recommended

**Operating Systems Supported**

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT with service pack 4.0 or higher
- Microsoft Millennium
- Microsoft Windows 2000

**Email Clients Supported**

- Microsoft Outlook 97 (Corporate or Workgroup)
- Microsoft Outlook 98 (Corporate or Workgroup)
- Microsoft Outlook 2000 (Corporate or Workgroup)
- Microsoft Outlook 2002 (Corporate or Workgroup)
- Outlook Express version 4.0 and later\*
- Netscape Communicator 4.x, where x is 5 or greater\*
- Eudora version 5.0 and later\*

\* Must be set up as POP3 account.

**Other System Requirement**

- Microsoft Internet Explorer 4.0 or higher

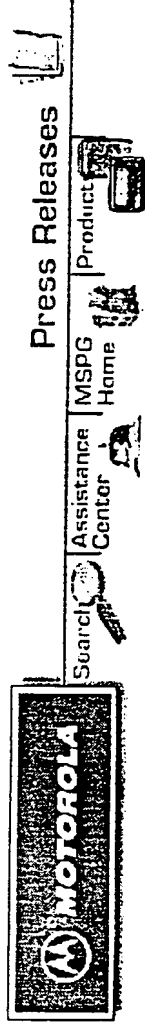
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Jo Posti

Motorola, Inc.

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## **MOTOROLA ANNOUNCES NEW SOLUTIONS TO PROVIDE CONSUMERS WITH WIRELESS ACCESS TO PERSONAL AND ENTERPRISE E-MAIL ACCOUNTS**

*Consumers Can Now Remotely Manage E-Mail Accounts On Motorola Handheld Devices With Motorola MyMail™*

**LAS VEGAS, March 21, 2001** -- Motorola (NYSE: MOT) today announced the development of Motorola MyMail™, a suite of mobile e-mail solutions that offer remote, synchronized access and customizable management of personal or corporate e-mail accounts via its 2-way messaging products. The three versions of Motorola MyMail are MyMail Desktop, for individual consumers and SOHO users; MyMail Desktop Plus, developed for business users in need of PDA/PIM support; and MyMail Enterprise, formally known as emailVClient™, an in-house server solution with superior security. MyMail Enterprise is currently available and MyMail Desktop and Desktop Plus are expected to be available in Q2 2001. Motorola MyMail solutions provide users a rapid and transparent connection to their e-mail on-the-go, via the Talkabout® model T900 or Timeport™ model P935 2-way text messaging products.

"With the introduction of Motorola MyMail, Motorola is fulfilling a strong consumer demand by offering low-cost, customized wireless e-mail solutions for all users in need of direct wireless access to their e-mails," said Miguel Pellon, vice president and general manager, Wireless Messaging, Personal Communications Sector, Motorola. "These solutions allow users to stay connected, and eliminate the need to sort through e-mails on their computers after they were already managed wirelessly, increasing productivity and improving time management."

Each version of the Motorola MyMail solution solves the needs of a specific target market. MyMail Desktop is ideal for users who are looking for a 24x7 connection to friends, family, colleagues and business associates. Desktop Plus is the choice for businesspeople who require PIM/PDA functionality, security for sending confidential messages and the ability to synchronize their wireless devices with desktop services to stay up-to-date with appointments. Finally, the Enterprise server-based solution, formally known as emailVClient, is the perfect solution for large businesses requiring internal control, a higher level of security and encryption of messages, PIM/PDA synchronization capabilities and enterprise-specific wireless applications.

The Motorola MyMail suite of solutions provides users with the following benefits:

- Remote e-mail actions are automatically reflected on the user's desktop PC.
- E-mails originated from the wireless device will insert the personal or enterprise address into the "from" field.
- Users of Motorola MyMail Desktop and MyMail Desktop Plus can customize remote management of personal and enterprise e-mail accounts, whenever the desktop computer is connected to the Internet.
- Motorola MyMail Enterprise will automatically forward messages, whether or not the PC is turned on. Users can set filters so that they receive only those messages that they want.
- With Motorola MyMail Desktop and Desktop Plus, e-mail can be queried by issuing a "catch-up" command when Internet service has been turned off.
- Users of MyMail Desktop Plus can configure desktop options to store, find and send contact information, tasks and schedules.
- E-mail commands allow users to view as little or as much of a message as they wish, as well as block messages and view where e-mails originate.
- Real-time transmission to the wireless device.

**Pricing and Availability** Motorola MyMail software solutions are expected to be available in Q2 2001 for both the Talkabout T900 and Timeport P935. MyMail Desktop for the Talkabout T900 will retail for \$29.95; MyMail Desktop for the Timeport P935 will retail for \$39.95; and MyMail Desktop Plus for the Talkabout T900 and Timeport P935 will retail for \$49.95. Pricing and availability for MyMail Enterprise, formerly known as emailVClient, as well as additional information on MyMail Desktop and Desktop Plus, can be found at <http://www.motorola.com/mymail>.

**About the Motorola Talkabout T900 2-way Messaging Device** The Talkabout T900 2-way messaging device offers low-cost two-way wireless messaging capabilities. The compact, keyboard-based device enables users to send and receive text messages and Internet e-mail – as well as request up-to-date information from the World Wide Web – all from the palm of a hand. The Motorola Talkabout T900 2-way retails for as low as \$99 with rebate.

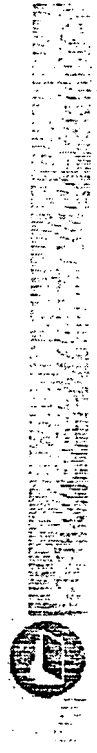
**About the Motorola Timeport P935 Personal Interactive Communicator** For the mobile business community who rely on the ability to function and stay connected while on-the-go, Motorola's Timeport P935 2-way offers remote access to a wide range of customized information. In addition to two-way messaging and personal information management (PIM) features, the Timeport P935 delivers powerful add-on software applications created to enable the mobile professional to make informed decisions and maintain a level of optimum productivity. Motorola's Timeport P935 2-way retails for under \$400.

**About Motorola's MAGNET Program** The Motorola Applications Global NETwork (MAGNET) program supports the development and commercialization of wireless applications by providing software application developers with the necessary tools, training, resources and services to bring solutions to a market-ready status. For more information on the MAGNET program, visit [www.motorola.com/developers/wireless](http://www.motorola.com/developers/wireless).

About Motorola Motorola Inc. (NYSE: MOT) is a global leader in providing integrated communications and embedded electronic solutions. Sales in 2000 were \$37.6 billion. For more information on Motorola, please visit our Web site at [www.motorola.com](http://www.motorola.com).

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*Last updated: March 21, 2001*



wireless email - pricing | business solutions | products | needs analysis



Control your e-mail from the palm of your hand with any one of the Motorola MyMail Solutions - either Desktop, Desktop Plus, or Enterprise.

Maintain access to the e-mail you want to receive without having to dial in. Respond immediately. Use your existing e-mail address. And don't stop there! Load fully programmable applications based on your unique communication needs.

Convenient and easy to use, the MyMail Suite helps you stay organized, productive, and in control.

#### **MyMail Desktop ... Basic email for the home office.**

Designed for SOHO professionals to wirelessly originate, read, reply and delete e-mails sent to their desktop PC. MyMail Desktop is efficient and easy to use.

#### **Email Clients Supported:**

- Microsoft Outlook 97
- Microsoft Outlook 98
- Microsoft Outlook 2000
- Microsoft Outlook 2002
- Outlook Express version 4.0 and later\*
- Netscape Communicator 4.x, where x is 5 or greater\*
- Eudora version 5.0 and later\*
- \* Must be set up as POP3 account

(Available for Talkabout® T900 2way and Timeport™ P935 Personal Communicator)

#### **MyMail Desktop Plus ... Email, plus PIM functionality at all levels.**

Designed for the business user who needs PIM/PDA functionality, Desktop Plus forwards appointment, address book and task information from your PC to your 2way or Personal Communicator. It also allows users to initiate a file search from their wireless device and forward the file to another e-mail address.



**Email Clients Supported:**

Microsoft Outlook 97  
Microsoft Outlook 98  
Microsoft Outlook 2000  
Microsoft Outlook 2002  
Outlook Express version 4.0 and later\*  
Netscape Communicator 4.x, where x is 5 or greater\*  
Eudora version 5.0 and later\*  
\* Must be set up as POP3 account

(Available for Talkabout® T900 2way and Timeport™ P935 Personal Communicator)

**MyMail Enterprise** ... *Provides full integration into the Enterprise and allows for easy adaptation to other productivity tools.*

Known also as emailVClient, MyMail Enterprise gives large corporations a variety of high level business tools and capabilities, such as:

- Maintaining control and security through an in-house server.
- Sending secure message with end-to-end encryption.
- Taking advantage of complete PIM/PDA synchronization ability.
- Designing enterprise-specific wireless applications that allow users to access information from corporate servers.
- Compatible with Lotus Notes®, Microsoft Exchange®, Netscape Enterprise Mail™ and IMAP-4-based systems.

(Available for Timeport™ P935 Personal Communicator)

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b b Messaging



wireless email | pricing | business solutions | products | needs analysis

Motorola Enterprise Solutions

## Motorola Enterprise Solutions

### Hardware

(US\$)

Here's our suggested list hardware pricing, but keep in mind that a qualified partner will provide you with more accurate pricing based on your business needs!

Timeport™ P935 Personal Communicator

\$395.00



Talkabout® T900 2way

\$179.00



### Email Software

MyMail Desktop for Talkabout® T900 2way

\$29.95

MyMail Desktop for Timeport™ P935 Personal Communicator

\$39.95

MyMail Desktop Plus for Talkabout® T900 2way

\$49.95

MyMail Desktop Plus for Timeport™ P935 Personal Communicator

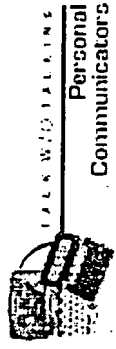
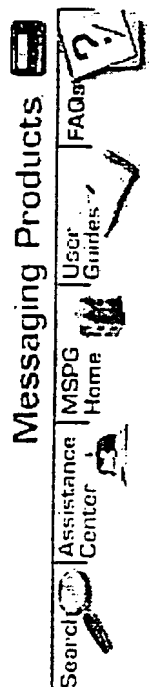
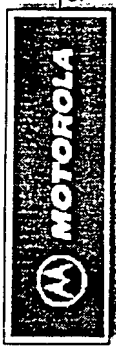
\$49.95

MyMail Enterprise for Timeport™ P935 Personal Communicator (Includes base server with 25 seats) Compatible with Lotus Notes®, Microsoft Exchange®, Netscape Enterprise Mail™ and IMAP-4-based systems.	\$2,500.00
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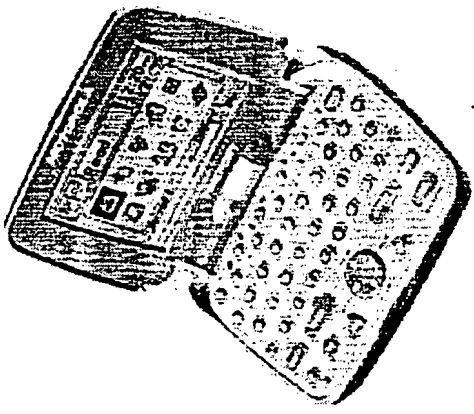
**Airtime / Service Costs**

Motorola's Timeport™ P935 Personal Communicator is available through your local paging service provider. Service costs start below \$20 US with airtime packages designed to fit your exact needs!

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# Timeport™ P935 Personal Communicator



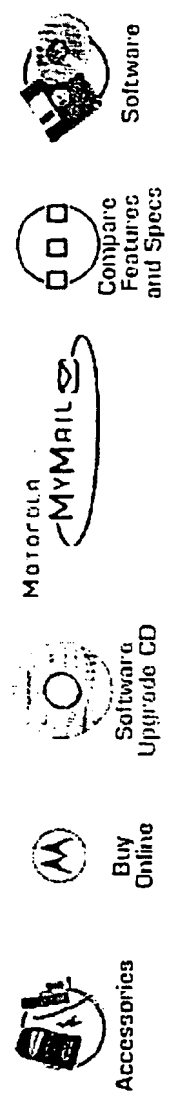
With 4.5 MB\*\* of memory, this powerful two-way texting device, with the powerful Wisdom™ operating system, communicates wirelessly with one-way pagers, other two-way devices, internet email\* and fax\* machines, and offers full-featured PIM applications. Beam your business card and event information to other PDAs, synchronize your data with a number of popular desktop PIMs\*, and add applications that suit your individual needs.

Upgrade your existing PageWriter™ 2000X or Timeport™ P930 to Timeport P935 capability. The software upgrade for Timeport P935 gives you the enhanced ability to control your communications with support for desktop synchronization, increased memory, improved PIM applications, IrDA capability, and significant usability improvement.

\*Network and subscription dependent feature. Not available in all areas.  
\*\*2MB for applications and data. Future software may change memory configuration.

Available in United States and Canada

## Interactive Product Demo

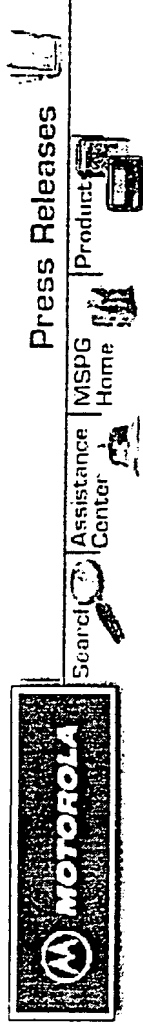


Motorola, PageWriter, FLEX, and ReFLEX are trademarks or registered trademarks of Motorola, Inc.

For more information on any product, please visit the [Motorola Consumer Online Support Center](http://www.motorola.com/MIMS/MSPG/Products/Two-way/timeport_p935/).

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*Last updated: April 16, 2001*

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## **MOTOROLA SHIPS ONE MILLIONTH TALKABOUT® T900 2-WAY TEXT MESSAGING DEVICE**

*Popularity of Motorola Device Signals Strength of Two-Way Messaging Market*

**Boynton Beach, Florida, July 2, 2001** -- Motorola (NYSE: MOT) today announced the shipment of the one millionth Talkabout® T900 2-Way text messaging device, less than a year following its introduction. The compact and colorful Talkabout T900 was the first member of Motorola's expansive two-way messaging product assortment designed specifically for consumers and is leading the unprecedented growth of the two-way messaging industry in the U.S.

"We aren't surprised at the success of the Talkabout T900 and have believed two-way messaging would be a hot solution for consumers ever since we developed the world's first two-way text messaging device in 1995," said Miguel Pellon, vice president and general manager of the Wireless Messaging Division, Motorola. "Today we continue to shape the future of two-way messaging with groundbreaking technology and innovative messaging products to suit the lifestyles of all consumers, from the trend-wise V-Series Personal Communicator Model 100 to the business-minded Accompli 009."

The Talkabout T900, which operates on Motorola's superior ReFLEX® protocol, allows users to exchange messages with any e-mail address -- whether it's from another 2-way device, other mobile device or a PC. With its four-line, 80-character QWERTY keyboard and illuminated display, the Talkabout T900 makes it easy to both send and read messages. In addition, the Talkabout T900's "Info-on-Demand" feature enables users to request and receive customized information from the Internet including movie show times, headline news, the latest weather forecast and stock quotes. And, a built-in address book stores the contact information of 250 friends, family and coworkers -- all this in a package weighing less than four ounces and about the size of a large pack of gum. The Talkabout T900 retails for as low as \$99 with carrier

rebate.

Now Access Desktop E-mail, Instant Message (IM) and More New developments for the Talkabout T900 now make it possible for users to manage their personal and desktop e-mail accounts, access their Hotmail, MSN or EarthLink e-mail accounts, and send and receive Instant Messages (IMs) – all from the Talkabout T900.

Motorola recently introduced Motorola MyMail for the Talkabout T900 to improve e-mail management for both personal and business accounts. Motorola MyMail makes it possible to read, reply to and delete messages received to personal and desktop e-mail accounts wirelessly with the Talkabout T900. Additionally, this solution will insert the personal or enterprise address into the "from" field of messages initiated from the wireless device – creating a truly seamless e-mail connection.

Motorola and MSN have joined forces to offer two wireless, on-the-go e-mail services. The first is a wireless e-mail package that allows users to respond to, forward and initiate Hotmail messages from their Talkabout T900. The second is an IM device that allows Hotmail users to "instant message" their Hotmail IM contacts with their Talkabout T900.

Additionally, EarthLink subscribers can now send and receive EarthLink e-mail messages from Talkabout T900s purchased on the EarthLink Web site. EarthLink subscribers can direct their existing EarthLink e-mail accounts to be delivered to their Talkabout T900, where they can reply to, forward, delete and store e-mails.

A Family of Products for Every Person in the Family Beginning with basic two-way messaging with the Talkabout T900, Motorola recognizes consumers and business people have a variety of communication needs and offers an extensive portfolio of two-way messaging products to fill those needs.

The Timeport™ Personal Communicator Model P935 is the ultimate tool for the fast-paced businessperson. The Timeport P935 combines two-way text messaging communications with an address book, appointment organizer and remote business office. Send and receive e-mail, exchange messages with other two-way personal communicators, send group messages, access server-based information and beam contacts and appointments to other devices – all from one compact unit. Motorola MyMail is also available for the Timeport P935 allowing users an on-the-go wireless connection to friends, family, colleagues and business associates. The Timeport P935 has a manufacturers suggested retail price of \$399.

For the fashion-conscious consumer who needs an all-in-one and feature-packed product that will keep them connected, Motorola's recently introduced the V.Series Personal Communicator Model 100 that allows consumers to select the way they connect – whether it's through a phone call, a discreet SMS message or an e-mail. The V.Series V100 features a full QWERTY keyboard and oversize display for fast and easy text messaging, plus a full-featured wireless phone. The V.Series V100 is currently available through VoiceStream for \$199. For the globetrotting businessperson, the ultimate multi-tasking tool is the Accompli™ Personal Communicator Model 009, which provides constant accessibility to colleagues, clients and customers via wireless email, SMS or phone functionality. The Accompli 009 is the first wireless communications device to incorporate both tri-band GSM and GPRS protocols, phone functionality, Internet access, e-mail and short message

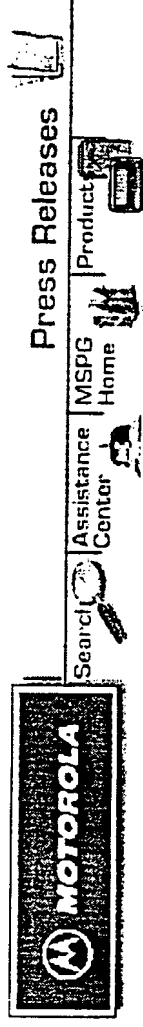
service (SMS) with a full QWERTY keyboard and 256-color screen. The Accompli 009 is scheduled to debut this August.

About Motorola Motorola Inc. (NYSE: MOT) is a global leader in providing integrated communications and embedded electronic solutions. Sales in 2000 were \$37.6 billion. For more information on Motorola, please visit our Web site at [www.motorola.com](http://www.motorola.com).

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*Last updated: July 2, 2001*





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## **MOTOROLA MESSAGING DIVISION LAUNCHES B2B WEB SITE**

*Feature-Rich Site Brings Resources and Information about Wireless Communication Solutions to Motorola's B2B Partners and Customers*

**Boynton Beach, Florida, July 30, 2001** -- Motorola Inc. (NYSE: MOT) today announced the official launch of a Web site devoted entirely to its business-to-business wireless messaging solutions. The Web site, [www.motorola.com/messaging/solutions](http://www.motorola.com/messaging/solutions), is part of Motorola's new national campaign to offer business partners and customers enhanced access to end-to-end wireless messaging products, such as the powerful Timeport® P935 two-way messaging device, and e-mail services, such as the recently launched Motorola MyMail suite of wireless e-mail solutions.

The business-to-business Web site, developed by ChannelWave Software Inc., a leader in Partner Relationship Management (PRM) solutions, provides a variety of services, including up-to-date information on Motorola's wireless messaging solutions, improved sales support and an upcoming online product training and certification program. The site is an ideal communication and sales tool for Motorola and their qualified channel partners. At [www.motorola.com/messaging/solutions](http://www.motorola.com/messaging/solutions) Motorola's channel partners combine their expertise to deliver customized solutions and create a unified team selling experience that provides maximum benefits to customers.

"The development of Motorola's B2B Web site is an integral part of our campaign to provide our customers with the wireless communication solutions that best fit their business needs," said Miguel Pellon, vice president and general manager of the Wireless Messaging Division, Motorola. "This site will deliver instant access to the latest messaging solutions and allows us to provide specialized support to all of our customers and partners."

In addition to [www.motorola.com/messaging/solutions](http://www.motorola.com/messaging/solutions), Motorola recently launched a new series of ads to promote their national business

[http://www.motorola.com/MIMS/MSPG/Press/PR20010730\\_9230.html](http://www.motorola.com/MIMS/MSPG/Press/PR20010730_9230.html)

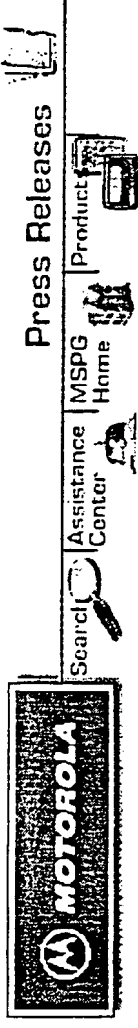
8/24/2001

campaign. Advertisements have been included in both print and online outlets, running in newspapers such as the Wall Street Journal and USA Today, and highlighting Motorola's wireless e-mail solutions by featuring the Timeport® P935 two-way messaging device, and Motorola's MyMail wireless e-mail suite.

About Motorola Motorola, Inc. (NYSE: MOT), is a global leader in providing integrated communications and embedded electronic solutions. Sales in 2000 were \$37.6 billion. For more information on Motorola, please visit our Web site at <http://www.motorola.com>.

About ChannelWave Founded in 1997, ChannelWave develops market-leading Partner Relationship Management (PRM) solutions that help organizations to reduce costs and increase sales revenues and profits by improving the loyalty and effectiveness of their business partnerships. By automating and scaling business processes between vendors and selling partners, ChannelWave enables businesses to effectively manage multiple sales channels and foster collaboration among partners to better market, sell and service end-customers. Backed by leading venture capital firms including ABS Capital Partners, Blue Rock Capital, Lazard Technology Partners, MF Private Capital and SOFTBANK, ChannelWave's growing customer roster includes 3Com, AT&T, BEA, Hewlett Packard, Honeywell, Motorola, Nortel Networks, PTC, Toshiba and Qwest. ChannelWave is headquartered in Cambridge, MA, and has offices in San Jose, CA and Toronto, Canada. More information is available at [www.channelwave.com](http://www.channelwave.com) or by calling (800) 862-5596.

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*Last updated: July 30, 2001*



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## ***MSN, Motorola and Arch Wireless to Offer Branded Mobile Communications Service***

*Users of MSN Hotmail and MSN Messenger Service Offered an Easy Way to Stay Connected Anywhere, Any Time*

**LAS VEGAS, March 20, 2001** -- The MSN® network of Internet services, a division of Microsoft Corp., together with Motorola Inc. and Arch Wireless Inc., a leading wireless Internet messaging and mobile information provider, today announced an agreement to provide consumers with access to the popular MSN Hotmail® and MSN Messenger Service communications services, as well as additional content from MSN Mobile, on Motorola's wireless messaging device, the Talkabout® model T900 2-way.

The relationship brings together three leaders in the communications and services industries to expand consumers' choices with the development of a new on-the-go wireless communications solution for anytime, anywhere access, based on network availability. This new MSN Mobile messaging solution enables the millions of users of the MSN Hotmail Web-based e-mail service and MSN Messenger in the United States to communicate and stay connected. "This solution is perfect for anyone that wants an affordable, wireless way to stay connected to family and friends" said Yusuf Mehdi, vice president of MSN. "And teenagers are going to love it! This device is perfectly suited for the way they communicate."

MSN, Motorola and Arch Wireless will be offering an MSN-branded wireless e-mail solution that will allow users to send and receive MSN Hotmail messages and a wireless instant messaging solution that will allow users to communicate with their MSN Messenger contacts using their Motorola Talkabout T900 2-way messaging device. This service, available in the United States only, will use Arch's nationwide two-way network, which currently covers every major market, scheduled to start in the second half of the year. MSN and Arch Wireless have entered into a marketing agreement to distribute these MSN-branded devices over the next three years.

"We are excited about this new relationship among MSN, Motorola and Arch Wireless," said Mike Pellon, vice president and general manager of Wireless Messaging at Motorola. "E-mail and instant messaging have been the 'killer apps' on the Internet. This relationship will enable users of MSN to untether themselves from their PCs while retaining all the online functionality."

"As a result of this agreement, soon millions of users of MSN Hotmail and MSN Messenger will have the opportunity to experience the virtues of Arch's two-way wireless messaging network based on Motorola's ReFlex<sup>®</sup> protocol," said C. Edward Baker Jr., chairman and CEO of Arch Wireless. "Our two-way network, one of the most ubiquitous and reliable networks in the country for data communications, provides users with the ability to communicate wirelessly anytime and virtually anywhere in the United States while receiving the high-quality functionality they experience online at the desktop. We're extremely pleased that MSN has chosen to work with Arch Wireless."

MSN Hotmail has more than 90 million active users, and it was recently announced that MSN Messenger is the No. 1 free instant messaging service in the world, with over 29.5 million users.

The Motorola Talkabout T900, a lightweight, pocket-sized wireless device with a four-line display screen and full QWERTY keyboard that makes reading and composing messages easy, is the leading consumer-targeted two-way text messaging device that has shipped more than 850,000 units in the United States since its introduction last year.

Using the Motorola Talkabout T900, users of MSN will be able to access their MSN Hotmail and MSN Messenger accounts from the palm of their hand, where they can read, reply to, forward, delete and store e-mail messages, and engage in real-time conversations on MSN Messenger.

#### About Motorola

Motorola Inc. (NYSE "MOT") is a global leader in providing integrated communications and embedded electronic solutions. Sales in 2000 were \$37.6 billion. More information can be found at Motorola's company Web site: <http://www.motorola.com/>.

#### About Arch Wireless

Arch Wireless Inc. (NASDAQ: Arch), headquartered in Westborough, Mass., is a leading two-way wireless Internet messaging and mobile information company with operations throughout the United States. The company offers a full range of wireless messaging services, including wireless e-mail, two-way mobile data and paging. It provides local, regional and nationwide wireless services to customers in all 50 states, the District of Columbia, Puerto Rico, Canada, Mexico and the Caribbean. Additional information on Arch is available on the Internet at <http://www.arch.com/>.

#### About MSN

MSN gives consumers a new home on the Internet — a central place where they can get everything they need from the Web and make the most of their time online. With more than 230 million visitors per month, the MSN integrated network of content and services is the most popular destination on the Internet. MSN is available in 33 markets and in 17 languages — a broader global presence than any other network. MSN takes advantage of the Microsoft® .NET platform to offer leading services, any time, any place and on any device, with an integrated and personalized user experience for communications, search, shopping, personal finance and entertainment. MSN Internet Access and the recently introduced MSN Explorer offer quick, personal and exciting ways to get on to and take advantage of the Web. Best-of-breed services include the MSN Hotmail Web-based e-mail service, the world's largest Web-based e-mail system; MSN Messenger Service, one of the fastest-growing instant messaging services on the Web; MSN Search, the second most popular online search service; MSN Mobile, the customizable wireless information service; the award-winning MSN MoneyCentral™ online personal finance guide; MSN eShop, the one-stop online shopping resource; and MSN Custom Web Sites, the easy way to share information on the Web. MSN is located on the Web at <http://www.msn.com/>.

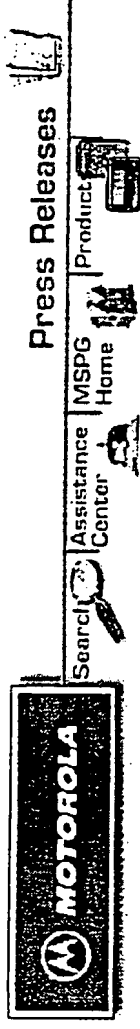
### About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and Internet technologies for personal and business computing. The company offers a wide range of products and services designed to empower people through great software — any time, any place and on any device.

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*Last updated: March 20, 2001*



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## ***Motorola Establishes Reseller Ties With Communication Concepts, Inc. to Deliver Cutting-Edge Wireless-Enabled Banking Applications***

### ***Relationship Provides Financial Institutions with Mobile Access to Wired Business Applications***

**Boynton Beach, Florida, March 5, 2001** -- Motorola (NYSE:MOT), a global leader in integrated communications solutions, and Communication Concepts, Inc. (CCI), a Florida-based systems integrator, today announced an alliance that leverages Motorola's leading wireless messaging products and services with CCI's system integration and networking expertise to deliver secure, wireless applications for the banking and financial services industries. Utilizing Motorola's Timeport<sup>™</sup> P935 personal interactive communicator, Motorola Messaging Server<sup>™</sup> and emailVClient<sup>™</sup> encrypted wireless e-mail software, CCI has developed a customized networking platform that will allow banks and financial services institutions to enhance client and employee service by allowing customers and business partners remote, wireless access to core business offerings.

Under the VAR agreement, CCI will utilize Motorola's technology and training support to deliver a robust and secure, wireless e-mail solution for wireless banking and financial industry applications at southern community banks. CCI has worked with Motorola since 1994. Using Motorola's wireless e-mail solution, CCI will offer its banking and financial customers secure wireless access to their host functions via the Timeport P935 personal communicator. For example, the solution will allow banking customers to check account balances and transactions, while financial service customers can look up mortgage information and interest rates or check the status of credit approval applications using Internet-connected handheld wireless devices.

"Our relationship with CCI highlights Motorola's ability to incorporate a compelling new delivery channel into a significant vertical market. We are thrilled to work with CCI, who will ensure our business objectives are mirrored in the project management and communication

service it will bring to its financial industry customers," said Miguel Pellon, vice president and general manager, Wireless Messaging, Personal Communications Sector, Motorola.

"Since Motorola has consistently delivered leading-edge wireless technology for businesses looking to expand their wireless portfolio of products and services, it seemed only natural that CCI would want to utilize such a solution for its banking and financial industry customers," said Tim Halleran from CCI. "The added security features of Motorola's wireless solution played a key role in our decision to provide the Motorola solution to our financial customers, since the solution is a perfect match for the high security needs of our financial industry customers."

**About Motorola Messaging Server:** As part of a comprehensive line of platform software designed to enable scalable, personalized, and non-intrusive wireless and wireline communications, the Motorola Messaging Server manages the distribution of messages to subscribers in accordance with individual subscriber needs. Motorola's Messaging Server's open platform allows integration of existing and new messaging devices, while providing users with complete control.

**About the Motorola Timeport P935:** For the mobile business community who rely on the ability to function and stay connected while on the go, Motorola's Timeport P935 personal interactive communicator (PIC) offers remote access to a wide range of customizable information. In addition to two-way messaging and personal information management (PIM) features, the Timeport P935 PIC delivers powerful add-on software applications created to enable the mobile professional to make informed decisions and maintain a level of optimum productivity.

**About emailVClient:** Send and receive enterprise e-mail from the road just like from a desktop PC. Providing mobile users with the freedom to stay connected to their office email through the Timeport P935, emailVClient software enables access to Lotus Notes, Netscape Enterprise Mail, Microsoft Exchange and IMAP email systems. The ability to originate, receive and forward e-mail messages, as well as filter messages by sender, subject or content, provides Timeport P935 users with enhanced flexibility – making them more accessible and productive.

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**About Communication Concepts, Inc. Communication Concepts (CCI)** is a Systems Integrator that provides turnkey solutions to a wide variety of industries. The scope of products and services provided include wireline to wireless solutions, carrier access, LAN/WAN hardware connectivity, Client/Server solutions, remedial on-site maintenance and network design/optimization consulting services. Further information regarding Communication Concepts Inc. can be found at its Web site: <http://www.comconcepts.com>.

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